

**San Mateo Public Library
Community Needs Assessment
March 2002**

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I. Introduction and Overall Executive Summary

San Mateo has a long history of community care about its public library. The creation of a library in 1894 actually predated the formation of the City of San Mateo's charter. The first community act, over a century ago created a library association. Members contributed and the early settlers donated land and helped raise funds for a Library. This pioneer spirit continued with library facilities built with three local bond measures over the next 100 years. In addition to taking action to meet the library needs of residents, San Mateo has great expectations and an equally strong tradition of public participation with important city projects. The need for a new main library easily fits the description of a public project of great city interest for the past fifteen years.

A long time City Council member and Mayor for several terms waged an almost 20 year battle to "rectify a great city blunder" and create an understanding of deficiencies of the current library which was built during his tenure as mayor. Two former Library trustees have openly shared their desire to do something about the current building which they felt was not planned correctly, severely hampered by lack of planning and cost cutting. They all freely admitted that the current library showed its inadequacy within 10 years of its construction and the fatal flaws of the building were in the lack of information from library users as to their library needs and the lack of communication between library staff and an inexperienced architect.

The long struggle for a new main library has employed a series of community needs assessment methods with each phase. The activities include:

- Surveys
- Professional and staff generated annual assessments
- Citizens' committees for site selection, bond election, public participation in design
- Public workshops, meetings, hearings
- Articles in 4 local papers
- Focus groups
- Professional consultant studies

The ultimate test for San Mateo's recognition of a need for a new Library is evidenced by a 72% yes vote for local bond funds for library facilities. This vote was supported by funds raised for the campaign, support and funds contributed to the state library construction bond campaign and a pledge to raise supplemental funds for a new library by the San Mateo Library Foundation. Hundreds of people contributed time and participation: thousands contributed votes and dollars. Elected officials supported efforts by their appointed Library Board of Trustees and the non-profit Library Foundation for a new library but looked for a grass roots effort based on demonstrated need, before agreeing to a ballot measure for a local bond. The need and support were confirmed by the citizen's activism. The people's vote was summarized by a 50 year resident of the city who praised the efforts for a new library as "the most involved and best public process of anything ever in this town".

Surprise throughout surveys, whether professional, city-wide, library specific, library users, was a tremendous consistency in the needs. Across ethnic, socioeconomic groups, ages, neighborhoods, the needs were articulated as:

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- Lack of parking
- No space for collections
- Not accessible
- Not enough access to technology
- Insufficient Seating
- Inadequate Children's Room
- Insufficient meeting space
- Competing uses

In addition, some, as a contrast to the inadequacies of the current building, begged for ambiance such as natural light, and ability to have spaces free of noise and for sharing.

San Mateo, a residential and business community covering an area of 14 square miles, is located midway on the San Francisco Peninsula. In the past 15 years, San Mateo has redefined itself in terms of its regional role and its community composition. Once predominantly a “bedroom community”, San Mateo has become an important sub regional office and retail center, where people can both work and live.

The local economy is based primarily on services and retail trade with an emphasis on business support services including financial institutions, corporate headquarters, technology, medical and biotech services. Located at the northern tip of Silicon Valley, San Mateo has experienced the rapid growth and subsequent downturn in the local economy. According to recent analyses by the Association of Bay Area Governments (ABAG) and City staff, both retail and service sectors are expected to rebound in the coming months, providing a solid base for economic expansion in the future.

Results of the 2000 Census show that San Mateo has become larger, more diverse, and more complex. With a population of 92,482 (2000 US census), San Mateo is the second most populous city in the County of San Mateo. The Library's service area also includes a portion (33.3%) of the Town of Hillsborough, a neighboring community, bringing the total service population to 96,090.

San Mateo has continued to grow more ethnically diverse from an influx of immigrants and first and second generation Americans. A language census conducted by the San Mateo-Foster City School District in Spring 2000 found more than 42 languages other than English spoken in students' homes. This trend towards more ethnic diversity brings a need for services to address the increased diversity of language and culture.

The fastest growing segment of the community's population is school-age children and youth. Current records show a student population of approximately 16,764 in the Library service area. These students attend 23 public and 10 private schools located in San Mateo and Hillsborough. Increase computer access and additional coordination with K-12 schools clearly emerges as the highest priority needs for school/library partnering. Topping the list of needs were programs promoting literacy and understanding cultural diversity in collaboration with schools, outreach to students through the schools and the need for space to do homework and student study groups.

Today the 60+% of San Mateo residents who have active library cards are continuing a long history of a community that values, supports and uses its library. The existing library came into being in 1968 when the population had grown to around 78,000. Since then the City has outgrown the library and, with a projected population exceeding 114,000 for the service area in 2020, a new facility is sorely needed.

II. Needs Assessment Methodology

A. Executive Summary

Over the past several decades the community has worked to gather information and support that would make a reality of their vision of a new library that could accommodate community needs. The community has led the long effort culminating in this application. Their input throughout this effort has shaped the development of the entire project and has defined and updated the evolving set of needs for the new library. A detailed chronology of events is laid out in Appendix A.

Early Studies

In 1988, a study by Raymond Holt and Associates identified the need for an additional space requirement of 40,000 square feet and highlighted other problems that persist to this day. In addition to the severe space deficiency, problems cited include a lack of parking, insufficient seating, inadequate children's room, overcrowding of books and people, and outdated building systems. Acknowledging the need to enhance library services, library trustees, City officials and civic leaders formed a non-profit Library Foundation in October 1994.

A Needs Assessment conducted by Gloria Stockton in June 1995 saw the beginning of surveys and face-to-face community input sessions for planning the new facility. Input generally reinforced earlier findings, with community emphasis on the parking problem and the need to address technology.

More Studies, Surveys and Focus Groups

In 1995, the San Mateo, Burlingame, Foster City Leadership Class of the Chamber of Commerce conducted a Library Service Needs Assessment Survey focused on services, programs and collection development. Graduate student Armando Ramirez used the 1000+ responses to the survey as the database for a paper on community analysis for the San Jose State Library School.

Over 100 people attended a design charrette conducted by the San Mateo County Chapter of the American Institute of Architects in June 1996. Participants worked in six teams to develop design possibilities. The subsequent site selection process included work by a site committee and two public meetings attended by 70 people.

The Main Library Building Program prepared by Professional Library Consultants P.A. in 1997, with guidance from the Library Board of Trustees, involved four focus groups with over 50 participants. Participants included superintendents of both the elementary and high school districts, representatives of the business community, and community agencies, parents, teachers, library users and concerned citizens. Results of these focus groups are shown in Appendix B. Also in 1998, the Library convened an ADA modifications committee that assessed existing library deficiencies and made suggestions for the new facility.

Additional information was gathered in a Customer Satisfaction Survey in 2001 (Appendix C) and is collected continuously in the form of patron's suggestions, which are compiled in Appendix D.

Bond Campaign and Election

In 1998, the Library Foundation turned its attention to the pressing need for a new building. The foundation formally launched a program of extensive and ongoing outreach to involve the community in determining the service, physical and space needs and plans for a new facility. A 15-member community Library Steering Committee was formed and began work on an information program about the current library. Over 100 people attended the kick-off reception. Following the event, committee members, new volunteers and library staff sought additional support and input, providing more than 35 presentations for the following groups:

Homeowners Associations
Downtown Association
Chamber of Commerce
Senior Groups

PTA's
Rotary Clubs
City Boards and Commissions
Church Groups

Following the information campaign, the City's polling firm determined that sufficient community support for a new library warranted a vote on the bond issue.

Design Input

In March 2000, the City Manager appointed a "New Library Committee" of 10 citizens to establish and implement a plan for public input in the library design process, and to provide a forum for public communication.

As a part of the conceptual design process, three public meetings involving over 500 citizens were scheduled in January 2001. At the meetings the architects presented slides and information, then invited attendees in small groups to provide ideas for the San Mateo Library building. The architects also obtained input from Library Foundation donors, a Spanish-speaking group, school classes and teens. Results of the survey conducted by the Architect are found in Appendix C.

Current Needs Assessment Input

In developing the current document, patron suggestions gathered over the past year were reviewed and library users current priorities were gathered in a survey of needs conducted along with the annual Customer Satisfaction Survey 2002. Appendix F gives the results of that survey which reinforced the community's need for more parking, a larger facility, more materials, more computers and seating and improvements to the children's area.

The program for a specific joint use project was developed with the San Mateo/Foster City School District which operates 13 elementary and 3 middle schools in San Mateo. Developing this joint effort calls upon the existing working relationship with the District, and is involving a full spectrum of Library, City and School representatives- from the elected school board and City Council through the Chief Administrative Officers, to the joint use work team, parents, teachers, and students.

B. Community Involvement/Methods Used

1. Community Centered Planning

San Mateo has an articulated commitment to public participation in facilitated sessions to formulate a consensus of needs. The San Mateo community began organized efforts to plan a new library in 1994. To build a base for community involvement, the City's library staff worked with community leaders to establish a Library Foundation in 1994. The Foundation's Board worked with the Library Board of Trustees in launching formal outreach to involve the community in determining the service, physical and space needs and plans for a new facility. As community leaders and representatives formulated plans, community input was sought and incorporated into a plan that found widespread support, culminating in a 72% vote in favor of a bond measure of \$35 million in construction funds to match the anticipated State bond funds.

In 1995, the San Mateo, Burlingame, Foster City Leadership Class chose as its project a Library Service Needs Assessment Survey. The class developed/designed a written questionnaire used to survey library users, gathering information on services, programs and collection development. The survey was distributed at the three San Mateo libraries to 1000 patrons over the age of 13. Youth between the ages of 12 and 18 were interviewed in three focus group of ten at Baywood Middle School, San Mateo High School and the YMCA Youth at Risk Program. The survey of library users helped ascertain which library services are used by whom and to what extent. Users provided responses about increases, decreases and types of additional services they preferred.

2. Design Input

From its earliest stages the planning for the design of the new library has focused on public input. One 50-year-old architectural firm laughingly referred to the City as the "client from hell" because San Mateo is serious about public input in design.

A design charrette was conducted by the San Mateo County Chapter of the American Institute of Architects in June 1996. The one-day charrette, a brainstorming session using small teams of architects, design professionals, planners, library staff and the public, generated ideas and options for the new library. In the evening, results of the charrette were presented to the City Council, the Board of Trustees and the public. The sites considered for the charrette included a variety of locations and explored different ways of accommodating a library of the size and service needs of the community. One design team focused exclusively on library interiors, which might be used at any location including a children's room, a quiet reading room and a multi-media center. Over 100 people participated in the charrette process. The resulting designs were prominently displayed at the Main and branch libraries, at Walgreen's windows in downtown San Mateo, and at City Hall.

In 1997, Professional Library Consultants, P.A., a firm that had developed over 200 building programs at the time, was hired to prepare a Building Program for the new Library. After evaluating the local demographics and library use patterns, the consultants conducted four focus groups with over 50 participants. Participants included superintendents of the elementary and high school districts, representatives of the business community and community agencies, parents, teachers, library users and concerned citizens.

Consultants solicited participants' views and concerns about the community as a whole, how these concerns and attitudes related to a new library, what their vision was for future library services, and what specific services they would like to see provided by the library. Results of the building program focus groups can be found in Appendix B.

3. Site Selection

With a building program, the Library had the basis for selecting a site in terms of size and capacity. At this point, more input was needed from the community to determine the best site. Facilitated by Daniel Iacofano of Moore, Iacofano, and Goltsman, Inc. (MIG), a firm specializing in urban planning and design, the site selection process included work by a site committee and two public meetings attended by over 70 people. Site selection included two steps: developing criteria for a main library site and applying the criteria to specific sites. The Committee recommended three sites to the City Council on October 13, 1997.

In November 1997, the Center for Community Opinion, a public opinion consulting firm, conducted a community survey to determine the extent of community support for bond financing for City capital improvements including the library. As part of this assessment, MIG also conducted two focus groups, one with older registered voters and another with frequent family voters. The preliminary report from the survey indicated minimal support (42%) in a 2/3 majority electoral environment for a ballot initiative for a new library at that time. The survey results found broad-based support for current library services but did not produce conclusive information on the perceived need for a new library and the consequences of continuing service in the current facility.

4. Bond Information Campaign

In February 1998 a 15-member community Library Steering Committee was formed as a sub-committee of the San Mateo Library Foundation. The committee included the President of the Library Board of Trustees and two City Council members. The committee invited Brad Senden of the Center for Community Opinion to assist in developing support for a bond measure. The committee concluded that there would be support if people understood the need for a new library and, along with City staff, volunteered to work on an information program to let citizens know what was wrong with the current library. The committee met monthly to prepare the public information program activities. The kick-off for the campaign was delayed until January of 1999 as the hotel tax funding for Police and Fire building upgrades was slated for the November 1998 ballot.

Over 100 people attended the kick-off reception underwritten by Pacific Bell and a hosting restaurant located near the library. This event featured literature about the need for a new library, a slide presentation, tours of the Main Library, and exhibits of plans and models from the design charrette process by U.C. Berkeley Architecture students. Following the event, committee members, new volunteers and library staff sought additional support and input, providing more than 35 presentations for the following groups:

Homeowners Associations
PTA's
Downtown Association
Chamber of Commerce
Rotary Clubs

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Senior Groups
City Boards and Commissions
High School Students

In addition to the presentations, the Library sought public input and support through volunteers who staffed information booths with display posters and other materials at busy locations on weekends. Over 1700 postcards proclaiming “I support a new library” were collected and presented to the City Council as a result of the work of these volunteers.

In May 1999, a second community survey was conducted by the Center for Community Opinion to determine if support to vote a bond issue for a new library had increased sufficiently to go forward with a campaign and measure on the November 1999 ballot. The results of the survey showed 66 to 71% support for a new library with improved facilities, a clear statement from the community recognizing the need for a new facility.

The bond measure campaign was another opportunity to determine community needs. Volunteers and staff returned again to community groups, PTAs, Homeowner Associations, Business Groups, and Senior Groups to confirm that the new library would provide the building and services they wanted. Campaign contributions of over \$70,000 and the 72% vote for the bond demonstrated widespread public endorsement for the Library’s building and service programs which were developed based on community input.

5. Public Communication

Following the successful election, the civic leaders sought further opportunities to continue public involvement in the New Library Project. In March 2000, the City Manager appointed a “New Library Committee” of 10 citizens to establish and implement a plan for public input in the library design process, to assist in the selection of a project delivery process and the design and construction professionals, and to provide a forum for public communication. Names and affiliations of committee members are given in Appendix G. The New Library Committee, Library Board of Trustees and staff led the architect selection process. The scope of the design work in the architect’s agreement called for a public participation component that included public meetings for input prior to design.

6. Public Meetings on Design

Three public meetings were scheduled in January 2001. The City notified each resident of San Mateo and all homeowner groups of the meetings via a postcard invitation. Posters and flyers were displayed at libraries, recreation centers, and City Hall. Notification of the meetings was also published in local newspapers. At the meetings the architects presented slides and information about design issues and then invited attendees in small groups to provide ideas for the San Mateo Library building. The architects also made presentations and received input from Library Foundation donors, a Spanish-speaking group, school classes and teens.

In addition to the public meetings, the architects prepared a questionnaire that was distributed at the San Mateo Libraries, recreation centers, and City Hall, as well as at the public meetings and to groups who were involved in any library activities. Over 250 questionnaires were completed and returned.

Three more widely publicized public sessions were scheduled in February 2001 along with a follow-up meeting with the Spanish-speaking group. An additional presentation was scheduled for the immediate neighborhood. At the second round sessions, the architect returned with six building schemes based on the input received in January. The schemes addressed entrances and exits for pedestrians, parking and deliveries. They also showed various service placements on the three floors and the adjacencies of the services. The public reviewed and gave input on the schemes and issues regarding the library design.

Following the January, February, and March meetings, attended by over 500 citizens, the architects presented six design schemes to the New Library Committee and the Library Board of Trustees. Comments from this meeting were incorporated into three refined schemes and again presented to the Committee and Board. At a third meeting the New Library Committee and Library Board of Trustees approved the conceptual designs for two site plans of different sizes.

Final preferred conceptual designs were presented at a public meeting on April 18, 2001. Attendees from all prior public meetings were invited to this presentation. Following the public meeting the designs were presented to the Planning Commission (May 8th) and a study session of the City Council (June 4th) for review and comments.

7. ADA

In 1995, the City commissioned a survey and assessment of public areas of existing buildings to determine the level of access and determine scope of changes if modifications were necessary. Some modifications were made, but many could not be implemented in the existing facility. In 1998, several members of the disabled community were invited to tour the Library and discuss specific needs. Based on those discussions, additional modifications were made to the current building and ideas for the new building were solicited. Chief among the remaining concerns are narrow aisles, the front entry which is difficult to navigate, and elevator modifications. None of these can be accomplished without a major overhaul.

8. School Involvement

The City of San Mateo is served by two separate school districts, the San Mateo/Foster City School District for elementary and middle schools and the San Mateo Union High School District. The program for the joint use project has been developed with the San Mateo/Foster City School District which operates 13 elementary and 3 middle schools in San Mateo. The effort to develop the project was spearheaded by a lead team including the Library Team Coordinator who manages Children's Services, the Library Operations Manager and the Assistant Superintendent of Schools. The Coordinator and Assistant Superintendent were able to build on the longstanding relationship that the Library has with the School District through the Kids and Families First Program. (A full description of this program can be found in Appendix H).

The lead team planned a daylong session involving the City Librarian, three children's librarians, and a library assistant from the library and the Director of Instruction, Director of Technology, two library media technicians, the lead technology trainer, and the facilitator for Kids & Families First from the School District. This group reviewed the current status and needs for school library service and identified areas of focus for the project.

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Based on this discussion and development of goals, target audience and strategies for a project, a draft proposal was developed by the lead team and presented to the group for review and suggestions. A final proposal was then prepared and presented to the School Board and City Council for approval of a joint agreement to implement the project.

III. San Mateo Needs Assessment - Community Analysis

A. Executive Summary

Overall Findings

Analysis of the most recent demographics and community information underscores the need for a new library. Characteristic of high levels of public library usage, the median household income and education levels of the service area population create demands for a wide range of materials and services. The Library has long since outgrown the existing building, which was built in 1968, and has curtailed critical programming and services for children, youth, and multi-ethnic users due to space limitations. With a growing population and increased ethnic diversity, the library now has added demands for services and programming that cannot be met currently in the existing 1968 facility. Well-supported by political, social and economic infrastructure, and with schools prepared to partner with the library to meet the community's diverse needs, San Mateo is a community poised to make the most of a new library.

Governmental Agencies

Library service in San Mateo is provided by the City of San Mateo. Through an agreement with the Peninsula Library System, interlibrary resources are available through the Main Library and other branches in the San Mateo service area. In response to the growing community support/demands for a new library, San Mateo's elected and appointed representatives have been committed to understanding library service needs and have fully supported the efforts to plan for and fund the new library and its operations. The City Council has been supportive of the New Library Project, unanimously voting in favor of placing the local bond measure on the ballot and approving other related issues such as architect selection, environmental reviews and consultant contracts and conceptual design. The Mayor is expected to sign the Joint Use Agreement.

School Agencies

Current records show a student population of approximately 16,278 in the library service area. These students attend 23 public and 10 private schools located in San Mateo and Hillsborough. The San Mateo elementary and middle schools all have libraries, with collection sizes varying from 5,000 to 11,000. None of these libraries is open after school. The deficiencies of the collections in these libraries include the limitations of not having multiple copies, not reflecting the range of reading skills and not having enough non-fiction materials. The schools have worked with the Library in determining joint services to address the needs of elementary school children. The School Board and administrators have provided input and support through the development of the Joint Use Agreement. High school administrators have responded to a survey, indicating a need for library support to augment their collections, hours and services.

Community Organizations

A friendly community of people with diverse backgrounds and interests, San Mateo hosts myriad community organizations. (See listing of community non-profits in Appendix I). Heavy demand for centrally located meeting space results in constant requests for

same. Bilingual and literacy programming and business and legal resources are all hampered by the limitations of the current library. A larger library with more space will allow the library to develop partnerships with organizations to provide much-needed specialized programming for children, seniors, the multi-ethnic population, and others.

Population

San Mateo's current population is 92,482, and a third of Hillsborough's is 3,608 adding up to a total service area population of 96,090. The town of Hillsborough has a contract for library services with the Cities of San Mateo and Burlingame. There is no geographical demarcation of Hillsborough for service by each city. San Mateo receives one-third of the contract payment and Burlingame receives two-thirds, in accordance with estimated usage. ABAG projections show the service area population increasing to 114,660 by 2020.

Between 1980 and 2000 the population of San Mateo grew by 19.2%. Based on economic trends and a strong demand for housing, and despite limitations on land available for housing, the population is expected to continue growing at the same 19% rate over the next 20 years. The period from 1990-2000 saw the development of a major trend in the growth of population ages 0-19 with a 16.3% increase in this category.

Ethnic Diversity

Increasing by 45% over the previous census, the City's Hispanic population now represents 20.5 % of the City's total population. The 2000 census reflected other significant changes including a 37% increase in the Asian population, with Asian communities now representing 16.7%. With San Mateo's growing ethnic diversity comes an increasing need for specialized library programming and materials.

Income and Occupations

With approximately 58,450 jobs and a highly educated population, San Mateo offers an attractive marketplace for retail businesses and personal service providers. Since 1960 San Mateo's economic base has been comprised of office, retail and medical services. Over the next 20 years this economic base is not expected to change. San Mateo will continue to be attractive to office and retail development because of its unique location between the electronics industry in "Silicon Valley" and downtown San Francisco, its proximity to the San Francisco Airport, accessibility to the East Bay, and the capacity of local infrastructure to accommodate additional growth.

San Mateo's per capita income of \$22,746 almost matches the County's overall at \$22,430. While these numbers exceed the State's per capita at \$16,409 and the \$14,420 for the U.S. as a whole, the income differential is offset by the cost of housing.

Education Level

The most recently available census data (1990) showing education levels for persons 18+ reveals that 84.5% of San Mateo and 95% of Hillsborough residents have graduated from high school or attained a higher level of education.

B. Governmental Agencies
Roles and Support of New San Mateo Library Project

City Government

The City of San Mateo is governed by a five member City Council, headed by a Mayor and an appointed City Manager. City leaders consider the new Library the most important capital project in the City which is also renovating and building new facilities for the Police and Fire Departments.

The Council as a whole has been supportive of the New Library Project, unanimously voting in favor of placing the local bond measure on the ballot and approving other related issues such as architect selection, environmental reviews and consultant contracts and conceptual design.

Individually, Council members have participated in all of the public processes. A member of the City Council chaired the Site Selection Committee, two members of the Council served on the Campaign Committee for the bond measure lending their considerable campaign expertise, one member is chairing the Capital Campaign Cabinet for the Library Foundation to raise additional funds for the library, and one member has organized two major fund raising events. All Council members have participated in public meetings for site selection, design input, and presentations. A former mayor heads the New Library Committee to guide the public process for library design.

Consistent support for the new library is demonstrated by the Council through their approvals of the project, the bond application, and the joint use agreement with the schools.

San Mateo City Manager and City Staff

The City Manager, Arne Croce, department heads and other employees have supported the new Library, volunteering for the bond measure campaign work, providing information about sites, and making contacts with community leaders to raise funds and awareness. The City Manager employs a shared management style of government, which has resulted in outstanding interdepartmental support for the Library.

Barbara Kautz, formerly Community Development Director and now Assistant City Manager for Civic Facilities, has assisted with the project management and works as part of the Library design team with architects and planners.

All department heads were interviewed during the development of the Building Program.

Regular reports on the Library Project are presented to the Design Review Board made up of staff from Police, Fire Inspection, Planning, Parks, and Public Works who provide advice and recommendations.

The Planning Department has worked hand-in-glove with the architects in guiding the library through the Planning process, environmental documents and permits.

The Fire Chief is a member of the Library Foundation's Capital Campaign Cabinet. All twelve department heads and 100 other City employees have donated money to the bond campaign and/or building fund.

Library Board of Trustees

Since the mid-1980's when they first articulated the vision, and despite turnover due to term limits, five member Library Board of Trustees have dedicated themselves to transforming that vision of a new library into reality. Two members of the Board are assigned to the Site Selection Committee, the Campaign Committee and the New Library Committee.

Former members of the Board of Trustees who served when the current Main library was built have been most adamant about rectifying a poorly planned building with one that serves San Mateo's needs into the future.

At their first joint meeting with the City Council in 1993, the Board made a case for the new library. The City Council was interested but wanted a grassroots groundswell from the community. The Board then provided funds for an information campaign to help the community understand the problems with the current library and the need for a new one.

Peninsula Library System

The Peninsula Library System (PLS) is a consortium of 8 public libraries and one community college district library in San Mateo County working together to provide innovative and cost-effective service to their users at 34 locations. Funded by grants, state funds and member libraries including San Mateo, the System provides a video collection, operates a reference service and provides on-line databases through an automated network. Participation in PLS allows San Mateo library patrons to renew books online and to return books to any library throughout the System. The shared automated system provides the user with seamless access to 2 million library items and allows the use of one library card throughout the County. San Mateo's new library plans have accelerated PLS' interest in automated book return systems and RFID (radio frequency identification) security tags.

PLS has been included in planning discussions related to automation at the Library since systems are shared through the joint authority with all the libraries in the County. Additionally, the Directors of the libraries meet monthly and as a Board are kept abreast of the new library project and have offered advice and assistance in planning. Linda Crowe, the Executive Director of PLS, served on the San Mateo Bond Campaign Committee.

C. School Agencies

School Districts

The City of San Mateo has two separate school districts, the San Mateo/Foster City School District, which encompasses elementary and middle schools in San Mateo and Foster City, and the San Mateo Union High School District. There are 13 elementary schools, 3 middle schools, and 3 high schools in the city of San Mateo. There are 8 private schools in San Mateo and 2 private schools in the Town of Hillsborough. The private schools are primarily K-8, with one 9-12 and one 6-12. Hillsborough has 3 elementary schools and one middle school. Detailed enrollment information is presented in the demographic profile that follows.

Tom Mohr, the Superintendent of the San Mateo Union High School District, served on the Site Selection Committee and participated in the community focus groups for the Building Program. Rick DeMelio, retired Superintendent of the San Mateo-Foster City School District, also participated in the focus groups. A new Superintendent, Pendery Clark, was appointed in Fall 2001. She supports library services and collaborative programs between the Library and the District. Tish Busselle, the Assistant Superintendent of the San Mateo-Foster City School District, has worked with the Library in developing the joint cooperative project and is chairing the Major Gifts Committee of the Library Foundation Capital Campaign. Ms. Busselle has also been a key player in developing the City-School cooperation in the Kids and Families First Program. The Library and the Elementary School District have shared experiences of many cooperative programs over the past fifteen years.

School/Library Service Needs

Development of the Library Building Program in 1997 included 4 community group focus meetings. These meetings included Superintendents of the elementary and high school districts, parents and teachers as well as representatives of the business community, other agencies and library users. Further formal consultation with schools took place in developing the Joint Use Agreement and input was obtained in meetings and surveys sent to all private and parochial schools in the service area. In assessing the input and responses, comments ran along the same lines from all groups. The greatest service needs are access when the school libraries are closed, non-fiction, Internet and databases for research, multiple copies, and materials in non-English languages and computer access.

Public Schools

The San Mateo elementary and middle schools all have libraries, with collection sizes varying from 5,000 to 11,000. None of these libraries is open after school. The deficiencies of the collections in these libraries include the limitations of not having multiple copies, not reflecting the range of reading skills and not having enough non-fiction materials. A recent grant has allowed the libraries to update but not expand non-fiction. The Library assisted with the selection and acquisition of materials using the one-time infusion of funds. Related to the lack of print collections is inadequate budget to acquire databases. There are five Internet drops per classroom and two or more computers in every library. The School District estimates that 30% of students do not have access to a computer in their homes. The school libraries are open five hours. The middle schools each have a credentialed librarian. The elementary school libraries are staffed by Librarian Media Technicians, equivalent to Library Assistants found in public libraries, and by volunteers. High schools suffer from the same limitations: limited hours, collections, and materials in other languages. Students need a place to do their homework.

D. Community Organizations

Lacking adequate meeting space to meet the needs of active organizations and unable to meet the requirements for ADA compliance, the Library and the community look forward to an improved facility. A new library will allow for continued and expanding programming to serve local organizations as well as general programs to teach individuals and groups how to make the most of library services.

In 1999, internal space needs led the Library to withdraw the use of the meeting room for outside group meetings. The meeting room is now used exclusively for library programs and as a quiet study area because the acoustics of the library generate constant complaints of noise. When the meeting room was withdrawn, the Library compiled a list of 20 organizations that asked to be notified when space becomes available. (Appendix J) The following examples show the pressing need for meeting room space for the many active organizations and underscore the corresponding need for improved collections: print, media and electronic-to support their needs and interests.

Legal Resource Center

Through a grant, the Library set up a Legal Resource Center working with the San Mateo County Bar Association and La Raza, a Latino lawyers' association, to provide bilingual legal materials to immigrant communities. The Library hosted three Legal Aid presentations and instituted a "Lawyers in the Library" program once a month from 1990 to 1999. Due to lack of space, the program then had to be relocated. The closest similar resource is the County Law Library in Redwood City, over 15 miles away. Readily available materials, including computer versions of legal forms, are needed for lay people. The County Law Library primarily serves legal professionals and the courts.

Small Business Development

The Hispanic Chamber of Commerce of San Mateo County held workshops in Spanish for small businesses on writing business plans, marketing, setting up businesses, and using the Internet. Many independent businesses, small restaurants and landscaping and cleaning services made use of these popular workshops. Presented in cooperation with the Silicon Valley Business Development Center and the College of San Mateo Business Center, the program consisted of three workshops with 15 participants at each. Additional space and a computer lab are needed to meet the requests for more sessions.

San Mateo's business librarian has worked with the San Francisco-based Small Business Association to highlight resources and materials. The SBA has long been interested in establishing an ongoing location on the Peninsula for programs.

Seniors

Awarded a San Mateo County Arthritis Foundation Grant, the Library worked with the Housing Investment Project and Recare to develop a collection on arthritis. A referral brochure was placed in doctors' offices. The positive response to this program suggests the addition of resources addressing other health issues for seniors.

The Library has worked with the Senior Center to support their Book Club by stocking multiple copies of large type books. Two recreation centers within walking distance work with the Library on programs for their non-English speaking participants.

San Mateo's seniors are a generally active group who frequent the Library where they enjoy using all varieties of resources and programs. Internet classes are of particular interest to seniors who enroll in courses on investments, health insurance, and genealogy. Space is limited; classes require pre-registration and are almost always full. But interest remains high and learning seems enhanced through this hands-on approach.

Business Community

The Library regularly reaches out to the business community through the Chamber of Commerce and other organizations. Staff attend events, make presentations and provide material on library services. Business organizations that ask to meet at the Library must be turned down because of lack of appropriate meeting space. With the Chamber of Commerce, Library staff serve on the Education Committee, provide a booth at the annual Business Expo, and contribute to newsletters. Similarly, the City Librarian, Business Librarian, and other staff make regular presentations and gather input at the Downtown Association, Rotary, Kiwanis and Lions Clubs.

Literacy and Education

SMART Center: San Mateo Adult Education sponsors joint programs with the Library including Family Literacy Day at their SMART Center. Library staff talk about the importance of reading and demonstrate how to read to children. At the SMART Center, Library staff visited classrooms to introduce library services, issued library cards and brought books to check out. Teachers were invited to bring students to the Library and were given tours. At the Library students were introduced to collections, self-check out, and the online catalog. This group has expressed a desire to learn about the Internet.

Bi-Lingual Stories for Families: Once a month, for the past three years, librarians have read stories, issued library cards and checked out books at the Turnbull Learning Academy, one of the public elementary schools. About 60 families attend. Twice a week, Project Read, the adult literacy program, teaches English to Turnbull parents and provides babysitting. These families as well as other families in Project Read are then qualified for the Families for Literacy Programs at the Library. Families attend in the evening. Librarians read stories, children work on crafts related to the stories, and are introduced to the children's collection. The concept behind this program is to introduce services at the school site that will guide families to library services. Funds are supplemented by grants and the School district.

E. Demographic Profile

1. Population: current and trends

San Mateo's current population is 92,482. As with most cities in the county, the population is predominantly white (66.2%) with significant Asian (15.1%) and Hispanic (20.5%) representation. This increasingly diverse area finds all ethnic groups represented, with 5% claiming two or more races and an usually high 8.9% of the population identifying itself as "some other race". Hillsborough has an agreement for library services to be provided for 1/3 of its population by the City of San Mateo.

San Mateo experienced a 7.7% population growth between 1990 and 2000. During the day, the population in the City rises to around 110,000 reflecting the influx of commuters who work in the City. Between 1980 and 2000 the population grew by 19.2%. Based on factors including economic trends and a strong demand for housing, and despite limited land available for new development and high local land values, the population is expected to continue growing at approximately the same 19% rate over the next 20 years.

Population as a whole: San Mateo & Hillsborough

Year	City of San Mateo	Town of Hillsborough
1980	77,561	10,451
1990	85,846	10,667
2000	92,482	10,825
2010*	105,500	11,300
2020*	110,800	11,700

Source: U.S Census Bureau 1980, 1990, 2000

*ABAG Projections 2000

2. Population Age

The period from 1990-2000 saw the development of a major trend in the growth of San Mateo's 0-19 population age group, with a 16.3% increase in this category. Older adults, age 55 and above, make up 24% of San Mateo's population.

Population by Age						
	City of San Mateo			Town of Hillsborough		
	1980	1990	2000	1980	1990	2000
Under 5	3,725	4,855	5,631	393	479	551
5 - 9	3,993	4,607	5,423	688	624	814
10-14	4,692	3,977	4,861	950	725	877
15-19	5,460	4,197	4,608	1,010	760	647
20-24	6,628	5,635	5,007	505	514	298
25-34	13,725	17,067	16,387	753	642	646
35-44	9,556	13,921	16,089	1,607	1,625	1,487
45-54	8,476	9,672	12,671	1,694	1,996	1,986
55-59	5,411	3,683	4,490	885	743	840
60-64	4,580	4,046	3,383	644	776	665
65-74	6,694	7,499	6,190	873	1,146	1,118
75-84	3,751	4,771	5,398	366	502	734
85+	870	1,556	2,344	83	135	162
TOTAL	77,561	85,486	92,482	10,451	10,667	10,825

Source: U.S. Census Bureau 1980, 1990, 2000

Population by Age: 2000

Age Group	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
0 - 4	5,631	551	45,374	2,486,981	19,175,796
	6.1%	5.1%	6.4%	7.3%	6.8%
5 - 9	5,423	814	46,930	2,725,880	20,549,505
	5.9%	7.5%	6.6%	8.0%	7.3%
10 - 14	4,861	877	44,179	2,570,822	20,528,072
	5.3%	8.1%	6.2%	7.6%	7.3%
15 - 19	4,608	647	40,803	2,450,888	20,219,890
	5.0%	6.0%	5.8%	7.2%	7.2%
20 - 24	5,007	298	40,897	2,381,288	18,964,001

Community Needs Assessment

	5.4%	2.8%	5.8%	7.0%	6.7%
25 - 34	16,387	646	112,122	5,229,062	39,891,724
	17.7%	6.0%	15.9%	15.4%	14.2%
35 - 44	16,089	1,487	122,699	5,485,341	45,148,527
	17.4%	13.7%	17.4%	16.2%	16%
45 - 54	12,671	1,986	102,559	4,331,635	37,677,952
	13.7%	18.3%	14.5%	12.8%	13.4%
55 - 64	7,873	1,505	63,513	2,614,093	24,274,684
	8.6%	13.9%	8.9%	7.7%	8.6%
65+	13,932	2,014	88,085	3,595,658	34,991,753
	15%	18.6%	12.4%	10.7%	12.4%

Source: U.S. Census Bureau 2000

Population by Age in San Mateo Service Area: 2000 (100% SM; 33.3% Hillsborough)

Age Group	Number of People	% of Population San Mateo Library Service Area	% of Population San Mateo Co.	% of Population California	% of Population U.S.
0 - 19	21,485	22.4%	25%	30.1%	28.6%
20 - 24	5,106	5.3%	5.8%	7.0%	6.7%
25 - 44	33,186	34.5%	33.3%	31.6%	30.2%
45 - 64	21,707	22.6%	23.4%	20.5%	22%
65+	14,603	15.2%	12.4%	10.7%	12.4%

Source: U.S. Census Bureau 2000

3. Ethnic Diversity

San Mateo is becoming more ethnically diverse. The 2000 census showed substantial changes in the City's demographic profile. The Asian population increased 37%, with Asian communities now representing 16.7% of the City's total population. Increasing by 45% over the previous census, the City's Hispanic population now represents 20.5% of the City's total population. Less than five blocks from the proposed new library site, hundreds of day laborers, mostly undocumented immigrants from Central America, line the main streets daily, seeking work at \$8 dollars an hour.

Other groups with a relatively strong presence in this community include multi-racial (5%) and Pacific Islanders (1.6%). While Pacific Islanders have a seemingly small number, in San Mateo this group has greater cultural significance because a number of religious institutions and shops catering to Pacific Islanders are found here. The Tongan-American community, for example, hosts major cultural events around annual visits by the King of Tonga to several members of the royal family who reside in Hillsborough.

Ethnicity Trends: San Mateo

Ethnicity	1980	1990	2000
White	64,887	67,242	61,251
	83.6%	78.7%	66.2%
African American	2,758	2,899	2,397
	3.6%	3.4%	2.6%
Native American	258	350	447
	0.3%	0.4%	0.5%

Community Needs Assessment

Asian (all groups); in 1980 & 1990 includes Pacific Islanders	5,994	11,305	13,961
	7.7%	13.2%	15.1%
Native Hawaiian & Other Pacific Islander	n.a.	n.a.	1,517
	n.a.	n.a.	1.6%
Some other race	3,714	3,690	8,260
	4.8%	4.3%	8.9%
Two or more races	n.a.	n.a.	4,649
			5.0%
Hispanic (all races)	n.a.	13,071	18,973
	n.a.	16.9%	20.5%

Source: U.S. Census Bureau 1980, 1990, 2000

Ethnic breakdown: 2000 (City, County, State, U.S.)

Ethnicity	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
White	61,251	7,772	420,683	20,170,059	211,460,626
	66.2%	71.8%	59.5%	59.5%	75.1%
African American	2,397	54	24,840	2,263,882	34,658,190
	2.6%	0.5%	3.5%	6.7%	12.3%
Native American	447	7	3,140	333,346	2,475,956
	0.5%	0.1%	0.4%	1.0%	0.9%
Asian (all groups)	13,961	2,602	141,684	3,697,513	10,242,998
	15.1%	24%	20%	10.9%	3.6%
Native Hawaiian & Other Pacific Islander	1,517	25	9,403	116,961	398,835
	1.6%	0.2%	1.3%	0.3%	0.1%
Some other race	8,260	76	71,910	5,682,241	15,359,073
	8.9%	0.7%	10.2%	16.8%	5.5%
Two or more races	4,649	289	35,501	1,607,646	6,826,228
	5.0%	2.7%	5.0%	4.7%	2.4%
Hispanic (all races)	18,973	304	154,708	10,966,556	35,305,818
	20.5%	2.8%	21.9%	32.4%	12.5%

Source: U.S. Census Bureau 2000

School Ethnicity: This trend towards greater ethnic diversity is mirrored in the schools and creates a need for services to address the increased diversity of language and culture. A language census conducted by the San Mateo-Foster City School District in Spring 2000 found more than 42 languages other than English spoken in students' homes. In addition to English, Spanish and Chinese are the primary first languages spoken by children in the City's public schools. In response to needs of these children, the School District has developed Spanish immersion and magnet school programs.

Community Needs Assessment

San Mateo: Enrollment and Enrollment by Ethnicity: 2001-02

	Am Indian	Asian	Pac Is	Filipino	Hispanic	African American	White	Multiple/ No Response	Total Enroll.
Elementary Schools									
Baywood	0.0%	14.3%	0.4%	0.6%	10.8%	3.7%	69.4%	0.6%	481
Beresford	0.0%	11.1%	2.5%	5.3%	22.2%	5.3%	53.5%	0.0%	243
Fiesta Gardens	0.0%	1.2%	1.2%	1.0%	58.6%	3.6%	31.7%	2.7%	413
George Hall	0.0%	6.2%	2.1%	2.5%	39.0%	3.7%	46.2%	0.2%	433
Highlands	0.0%	22.2%	0.9%	1.8%	17.1%	2.7%	53.6%	1.8%	450
Horrall	0.6%	9.0%	9.2%	2.6%	48.1%	2.8%	27.3%	0.6%	543
Laurel	0.2%	18.1%	0.6%	1.3%	23.1%	3.2%	53.6%	0.0%	476
Meadow Heights	0.0%	19.7%	1.3%	2.3%	21.9%	3.2%	51.0%	0.6%	310
North Shoreview	0.0%	11.3%	9.0%	4.3%	35%	6.7%	32.7%	1.0%	300
Park	0.5%	10.2%	0.5%	2.5%	44%	5.8%	36.5%	0.0%	364
Parkside	0.2%	12.3%	8.6%	5.0%	23.5%	3.3%	46.9%	0.2%	456
Sunnybrae	0.5%	12.2%	4.4%	2.3%	37.4%	2.6%	40.0%	0.5%	385
Turnbull	0.0%	3.3%	2.4%	1.2%	86.9%	3.3%	3.0%	0.0%	337
Intermediate Schools									
Abbott	0.4%	11.5%	0.7%	2.4%	36.2%	3.0%	45.4%	0.4%	806
Bayside	0.1%	10.8%	9.9%	4.2%	38.2%	3.4%	33.3%	0.0%	730
Borel	0.1%	16.0%	1.9%	2.3%	19.3%	4.3%	55%	1.0%	787
High Schools									
Aragon	0.5%	25%	3.6%	5.1%	16.5%	1.9%	47.5%	0.0%	1,550
Hillsdale	0.3%	13.4%	3.0%	2.9%	21.5%	2.4%	56.4%	0.0%	1,119
San Mateo	0.4%	17.8%	3.9%	4.5%	30.6%	4.6%	38.1%	0.0%	1,405
Total									11,588

Source: California Department of Education

San Mateo School Districts, County and State: 2001-02

Ethnicity	Elementary & Middle School Districts	High School District	County	State
Am Indian	0.2%	0.3%	0.3%	0.9%
Asian	17.8%	19.7%	10.6%	8.1%
Pacific Islander	2.9%	4.1%	3.1%	0.7%
Filipino	3.3%	4.3%	9.3%	2.4%
Hispanic	26.7%	21.2%	32.3%	44.2%
Af American	3.4%	2.4%	4.6%	8.3%
White	44.9%	48.0%	37.9%	34.8%
Multiple/No Resp.	0.9%	0.0%	1.7%	0.6%

Source: California Department of Education

Hillsborough: Enrollment and Enrollment by Ethnicity: 2001-02

	Am Indian	Asian	Pac Is	Filipino	Hispanic	African American	White	Multiple/ No Response	Total Enroll.
Elementary Schools									
North Hillsborough	0.0%	10.3%	0.9%	1.6%	0.9%	0.0%	86.2%	0.0%	320
South Hillsborough	0.4%	14.9%	0.0%	2.1%	2.5%	0.8%	78.5%	0.8%	242
West Hillsborough	0.0%	36.9%	0.0%	2.4%	1.8%	0.9%	58.0%	0.0%	336
Middle Schools									
Crocker	0.0%	20.9%	0.2%	1.8%	1.8%	0.6%	69.6%	5.1%	507
Total									1,405

Source: California Department of Education

Hillsborough City Elementary School District, County and State: 2001-02

Ethnicity	Elementary & Middle School Districts	County	State
Am Indian	0.1%	0.3%	0.9%
Asian	21.3%	10.6%	8.1%
Pacific Islander	0.3%	3.1%	0.7%
Filipino	1.9%	9.3%	2.4%
Hispanic	1.7%	32.3%	44.2%
Af American	0.6%	4.6%	8.3%
White	72.2%	37.9%	34.8%
Multiple/No Resp.	2.0%	1.7%	0.6%

Source: California Department of Education

4. Students and Schools

The fastest growing segment of the community's population is school-age children and youth. Current records show a student population of approximately 16,764 in the Library service area. These students attend 23 public and 10 private schools located in San Mateo and Hillsborough.

Schools that serve population, categorized by type		
	City of San Mateo	Town of Hillsborough
Public	19	4
Private/parochial	8	2
TOTAL	27	6

Sources: California Department of Education 2001-02

McCormack's Guides, San Francisco and San Mateo, 2001

Community Needs Assessment

Number of Students – Public Schools					
City of San Mateo			Town of Hillsborough		
Grades K-5:	Enroll-ment		Grades K-5:	Enroll-ment	
Baywood	481		No. Hillsborough	320	
Beresford	243		So. Hillsborough	242	
Fiesta Gardens	413		W. Hillsborough	336	898
George Hall	433				
Highlands	450				
Horrall	539				
Laurel	476				
Meadow Heights	310				
North Shoreview	300				
Park	364				
Parkside	456				
Sunnybrae	385				
Turnbull	337	5,191			
Grades 6-8:			Grades 6-8:		
Abbott	806		Crocker	507	507
Bayside	730				
Borel	787	2,323			
Grades 9-12:					
Aragon	1,550				
Hillsdale	1,119				
San Mateo	1,405	4,074			
TOTAL		11,588			1,374

Source: California Department of Education 2001-02

Number of Students – Private/Parochial Schools			
City of San Mateo		Town of Hillsborough	
	Enroll-ment		Enroll-ment
Carey School (K-5)	158	Crystal Springs Uplands (6-12)	352
Grace Lutheran (K-8)	86	Nueva (K-8)	297
Junipero Serra High (9-12)	962		
St. Gregory Elementary (K-8)	318		
St. Matthews Catholic (K-8)	564		
St. Matthews Episcopal Day (K-8)	194		
St. Timothy Elementary (K-8)	291		
Stanbridge Academy (K-12)	63		
TOTAL	2,636		649

Source: McCormack's Guides, San Francisco and San Mateo, 2001

Student Achievement (API): California uses the Academic Performance Index (API) to measure student achievement in each school. Most San Mateo schools had scores ranging in the 60-80 percentiles.

API Scores for San Mateo

	1999 API Base ¹	2000 API Base	2001 API Base ⁷	STAR 2001 % Tested ²	2001 Statewide Rank ³	2001 Similar Schools Rank ³	2001-02 Growth Target ⁴	2002 API Target ⁵
Elementary Schools								
Baywood	849	889	878	100	10	10	A ⁶	A ⁶
Beresford	755	786	766	100	8	4	2	768
Fiesta Gardens	656	679	699	100	6	6	5	704
George Hall	619	747	754	100	7	6	2	756
Highlands	758	825	799	98	8	4	1	800
Horral	648	679	675	100	5	6	6	681
Laurel	788	764	795	100	8	6	1	796
Meadow Heights	765	776	777	100	8	7	1	778
North Shoreview	662	692	723	100	6	4	4	727
Park	716	729	706	100	6	5	5	711
Parkside	701	727	716	99	6	2	4	720
Sunnybrae	582	65	675	100	5	4	6	681
Turnbull	378	468	475	100	1	2	16	491
Intermediate Schools								
Abbott	685	618	702	98	6	3	5	707
Bayside	631	701	670	100	6	5	7	677
Borel	722	886	764	98	8	3	2	766
High Schools								
Aragon	720	730	746	100	9	5	3	749
Hillsdale	684	666	692	96	7	3	5	697
San Mateo	716	717	707	98	8	7	5	712

Source: California Department of Education

API Scores for Hillsborough

	1999 API Base ¹	2000 API Base	2001A PI Base ⁷	STAR 2001 % Tested ²	2001 Statewide Rank ³	2001 Similar Schools Rank ³	2001-02 Growth Target ⁴	2002 API Target ⁵
Elementary Schools								
North Hillsborough	897	927	917	100	10	7	A ⁶	A ⁶
South Hillsborough	908	934	931	100	10	9	A ⁶	A ⁶
West Hillsborough	918	933	934	100	10	9	A ⁶	A ⁶

Intermediate Schools								
Crocker	891	903	909	100	10	10	A ⁶	A ⁶

Source: California Department of Education

¹The API scale is 200-1000. Only scores for students in the district the prior year are included in the calculation.

²This percent is calculated by dividing the number of students tested by enrollment in grades tested as indicated on the October 1998 CBEDS School Information Form.

³Rankings are in deciles with 10 being the highest and 1 the lowest. For Statewide ranks, each decile contains 10% of all schools. For Similar Schools ranks, each decile contains 10% of the 100 most similar schools.

⁴The growth target is 5% of the difference between the 2001 API and the Statewide Performance Target of 800.

This is the sum of the 2001 API plus the 2001-2002 growth target.

⁶"A" means the school scored at or above the interim Statewide Performance Target of 800 in 2001.

⁷The 2001 API Base Report reflects the first major change in the components that make up the API. The 2001 Base API includes results not only from the Stanford 9 norm-referenced assessment but also from the California Standards Test in English-Language Arts (CST ELA) of the Standardized Testing and Reporting (STAR) Program. The methodology for integrating results from the CST ELA was approved by the SBE in September 2001.

5. Income, Occupations and Housing Costs

Although income level information is not yet available for the year 2000, City residents' incomes just about matched the County overall in 1990, at \$22,746 and \$22,430 respectively. These levels exceeded both the State level (\$16,409) and that for the United States (\$14,420).

Per Capita Income: 1990, 2000

Year	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
1990	\$22,746	\$63,302	\$22,430	\$16,409	\$14,420
2000	n.a.	n.a.	\$34,021	\$22,785	\$21,766

Source: U.S. Census Bureau 1990

U.S. Census Bureau 2000, Supplementary Survey Table

The City of San Mateo is the largest job center in San Mateo County and has the highest proportion of Finance, Insurance, and Real Estate businesses. According to the 1990 Census 79.3% of workers held positions in management, professional, support and service occupations. The City has an active economic development program and the outlook for the addition of new businesses in San Mateo is very positive.

Population by Occupation: 1990 (2000 n.a.)

Occupation	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
Managerial & Professional Specialty	15,065	2,727	111,293	3,996,502	30,533,582
	31.3%	55.6%	31.5%	28.6%	26.4%
Technical, Sales &	17,367	1,569	126,843	4,536,833	36,718,398

Community Needs Assessment

Administrative Support					
	36.1%	32.0%	35.9%	32.4%	31.7%
Service	5,731	300	42,430	1,733,777	15,295,917
	11.9%	6.1%	12.0%	12.4%	13.2%
Farming, Forestry, & Fishing	1,060	61	5,413	382,369	2,839,010
	2.2%	1.2%	1.5%	2.7%	2.5%
Precision Production, Craft, & Repair	4,639	169	34,462	1,548,625	13,097,963
	9.6%	3.4%	9.8%	11.1%	11.3%
Operators, Fabricators, & Laborers	4,229	79	32,523	1,798,201	17,196,332
	8.8%	1.6%	9.2%	12.8%	14.8%

Source: U.S. Census Bureau 1990

Median household income in San Mateo over the past 30 years has generally exceeded the median income for the region and the nation and is expected to remain high. Low levels of unemployment and poverty continue despite recent economic challenges in the area. The average housing cost in the year 2000 had risen to \$467,000, reflecting both a demand for housing and a lack of affordable housing. The City has responded to this dramatically increasing gap by aggressively funding developer incentives to provide affordable housing, and by establishing requirements for affordable housing units in commercial, retail and private housing developments.

Median Household Income

Year	City of San Mateo	San Mateo Co.	California	U.S.
1990	\$42,894	\$46,437	\$35,978	\$30,056
2000	n.a.	\$69,885	\$46,561	\$41,433

Source: U.S. Census Bureau 1990

U.S. Census Bureau 2000, Supplementary Survey Table

Unemployment Rates

Year	City of San Mateo	San Mateo Co.	California	U.S.
1990	2.7%	2.6%	5.8%	5.6%
2001	2.8%	2.8%	5.3%	4.8%

Source: California EDD (not seasonally adjusted)

Percent below poverty level

Year	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
1989	6.2%	4.2%	6.3%	12.5%	13.1%
2000	n.a.	n.a.	6.5%	13.9%	12.5%

Source: U.S. Census Bureau 1990

U.S. Census Bureau 2000, Supplementary Survey Table

Median Property Value: 1990, 2000 (owner-occupied housing units)

	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
1990	\$348,800	\$500,001	\$340,800	\$194,300	\$78,500
2000	\$467,500*	n.a.	\$492,688	\$216,164	\$120,496

Source: U.S. Census Bureau 1990

U.S. Census Bureau 2000, Supplementary Survey Table

*City of San Mateo 2000 Trends in California Real Estate, California Association of Realtors, January 2002

6. Education Level and Adult Literacy Rate

The 2000 census data reflects the high level of educational attainment in the service area with 62.5% of San Mateo and 82.5% of Hillsborough residents having some college or beyond.

Population by Education Level for persons 18+ (1990) 2000 n.a.

Education	City of San Mateo	Town of Hillsborough	San Mateo Co.	California	U.S.
Less than 9 th Grade	4,399	105	34,169	2,352,017	17,383,238
	6.3%	1.2%	6.7%	10.7%	9.4%
9 th to 12 th Grade (no diploma)	6,453	311	51,045	3,114,969	28,135,039
	9.3%	3.7%	10.0%	14.1%	15.2%
High School Diploma/GED	15,625	1,053	111,635	5,080,909	55,769,325
	22.4%	12.5%	22.0%	23.1%	30.0%
Some College, no degree	17,666	1,918	122,507	5,246,699	38,417,704
	25.4%	22.8%	24.1%	23.8%	20.8%
Associate Degree	6,005	572	42,578	1,649,596	11,095,930
	8.6%	6.8%	8.4%	7.5%	6.0%
Bachelor's Degree	13,567	2,422	96,215	3,052,702	22,709,074
	19.5%	28.8%	18.9%	13.9%	12.3%
Graduate Degree or Professional Degree	5,961	2,023	50,188	1,523,650	11,593,019
	8.6%	24.1%	9.9%	6.9%	6.2%

Source: U.S. Census Bureau 1990

18% of San Mateo's adult residents read and write English at the lowest literacy level and an additional 18% at the second lowest literacy level, according to the National Adult Literacy Survey conducted in 1993. That study, tied to data from the 1990 census, established a means to measure adult functional literacy on a scale of 1 to 5, with 5 as the highest level.

San Mateo's residents in the lowest literacy levels equal 36%. This exceeds the national average of 22%, is in line with the San Mateo County rate of 37% and is slightly lower than the California rate at 46% (See Appendix K).

F. Demographic Analysis

San Mateo's service area of 96,060 is expected to grow to 114,660 by 2020. The period from 1990-2000 saw the development of a major trend in the growth of population ages 0-19 with a 16.3% increase in this category, a trend that is expected to continue. Community attention focuses on the needs of this growing group. Youth organizations, schools, recreational activities and many dedicated parent/volunteer organizations serve the interests and development of the community's children and teens.

Ethnic trends are now driving the services to be provided to the community. Increasing by 45% over the previous census, the City's Hispanic population now represents 20.5 % of the City's total population. The 2000 census reflected other significant changes including a 37% increase in the Asian population, with Asian communities now representing 16.7%. With San Mateo's growing ethnic diversity comes an increasing need for specialized library programming and materials. Increasing multi-ethnic needs impact planning in every arena- from non-English speaking day laborers to bilingual students, language and cultural diversity will set new parameters for community services.

Property values have increased in San Mateo as they have in most Bay Area communities. San Mateo's per capita income of \$22,746 almost matches the County's overall at \$22,430. While these numbers exceed the State's per capita at \$16,409 and the \$14,420 for the U.S. as a whole, the income differential is somewhat offset by the cost of housing.

Academic achievement is a strong community value. The community overall is well educated, with broad areas of interest. The most recently available census data (1990) showing education levels for persons 18+ reveals that 84.5% of San Mateo and 95% of Hillsborough residents have graduated from high school or attained a higher level of education.

IV. Library Service Needs Analysis

A. Executive Summary

San Mateo is a dynamic community that deserves a library equal to its residents' information needs. San Mateo residents are heavy library users-over 60% have library cards. The Library is a City service that strives to truly serve all the people of San Mateo, in spite of major space deficiencies. The Library continually evaluates the changes in the community to develop collections and provide services that reflect its customer's needs and interests. The Library's annual work program is developed based on feedback from customer surveys. The Library's Plan of Service will address all of the needs defined here.

Meeting Community Needs

In determining library service needs the community input, demographics, and characteristics are considered and translated into specific service requirements for various groups and segments of the population. Based on current demographics and trends, as well as ongoing community involvement and focus, the Library is committed to serving the changing needs of the community in the following areas:

Collections and Programming Needs

- All groups and survey participants expressed a desire for larger collections. With increased ethnic representation, the Library focuses on increasing world language collections, especially Spanish and Chinese. As a result of diversity changes, an increase in ESL materials and adult literacy programs and materials is also anticipated.
- The age group that increased significantly in the recent census was youth 5-19 years old with a 37% increase from the previous census. This age group now represents 16.2% of the city's total population. Trends showing continued population growth point to the need for a further expansion of the children's and young adults' collections, and for adding children's programs promoting literacy and understanding cultural diversity.
- Increased collaboration with schools resulted in requests for the Library to tie collections to school curriculum.
- Due to continued and rapid development of businesses in the community and the region, the Library must maintain a strong, current business collection, including print materials, electronic resources and periodicals.
- The Library's responsibilities to PLS and branch support, along with service area needs, impact the breadth and depth of the circulating collections and the need to provide a wide range of reference resources. With high rates of employment and high education levels, members of the community seek quick access to extensive resources.

Technology: Applications, Hardware and Programs

- Along with larger collections and more varied materials, responses to surveys and requests from groups emphasized the need for technology-based resources such as PCs, Internet access, databases, e-books and the online catalog.
- Related instructional programs on Internet training and electronic resources need to be continued and expanded.
- Computer needs identified included obtaining and staying abreast of current technologies.

Community Needs Assessment

- Providing computer services geared toward children and bringing more computers, educator services, and materials for teachers and students to the library was urged because school resources are becoming more limited.
- Staff has noted that area seniors looking for an introduction to computers and the Internet view the Library as a familiar, safe place to learn the basics.

Community Space

- Community input made a strong statement in support of a new library to be recognized as a community gathering place with both small and large meeting rooms and places for special displays of local interest, sharing the multi-ethnic character of the community
- With a larger meeting room and adequate parking, groups could gather at the Library and get first-hand knowledge of its programs, resources and services.
- Meeting rooms need adequate infrastructure to handle current meeting technology including videoconferencing, Internet gateway connections and satellite communications, and power point presentations.
- Requests for the Library to host events are frequent. Having available space and appropriate programming that encourage and support the community's needs will allow the library to cultivate widespread participation and a strong community core.

Space Redesign Needs

- This community requires a flexible and functional building that will accommodate the breadth and depth of its current service needs, allow the installation of modern equipment and provide safe, accessible, well-lighted areas.
- Frequently identified as an area for improvement during community input sessions, the quantity and location of reader seating does not begin to meet the needs of those who use the Library.
- Other needs expressed that were supported by the community analysis were space for student study groups (based on studies showing that student learning is improved in groups), space for children and teens to do homework, and adequate circulation area to accommodate patrons using wheelchairs.

B. Library Profile

The Vision of the San Mateo Library:

- *A wonderful collection of resources and a friendly staff to help everyone enjoy, connect, and discover.*

The Mission:

- *Provide resources that preserve the past, reflect the present and explore the future*
- *Serve as a gateway for information through technology*
- *Engage in partnerships*
- *Promote Literacy*
- *Offer quality information to a diverse community*

Community Needs Assessment

This mission responds to the community's needs and reflects the ongoing analysis of service needs based on the community profile and participation. It touches on key areas of community need.

The role of the Main Library is to serve as an information and resource center where the public has access to an in-depth collection of up-to-date and accurate information. The Main Library promotes on-site, telephone and e-mail reference and information services to assist users in locating information on subjects ranging from practical questions to in-depth research. The Main Library's collections feature current high-interest materials, both fiction and non-fiction, in-depth research sources and special collections in a variety of formats for people of all ages.

The Main Library in San Mateo is one of 3 library facilities in the City with small satellite collections at the Martin Luther King Recreation Center and the Senior Center. The City of San Mateo's general fund is the primary source of funding for the Main Library. The Library receives Public Library Funds, literacy program grants, and interlibrary and direct loan reimbursements from the State. Other revenue includes contract fees from the Town of Hillsborough, library fines, and rent from the Peninsula Library System for a video center at one of the branch libraries.

A major contributor since 1994 has been the Library Foundation which has raised over \$1.3 million. Donations result from major mailing solicitations conducted each year, and the Tribute Fund which accepts donations to honor an individual, for a memorial, to commemorate a special occasion, or as a gift or thank you. A special bookplate is inscribed and placed in a new book at the Library. The Friends of the Library Book Sale is also a Library Foundation operation that provides funds to the Foundation.

The Library Foundation has created a Capital Campaign Cabinet with responsibility to raise funds to supplement facility improvements. Over 80 people are active in the campaign chaired by a City Council member and former mayor.

Facility Information

The existing facility has 43,640 square feet which equates to .40 square feet per capita.

Materials are housed on three floors, with overcrowded staff work areas scattered throughout. Access to the upper levels is limited to one small, slow elevator and stairs. Stairs to the third floor are narrow, fire-exit stairs that are hard to locate. The third floor was never intended to serve the public but inadequate design necessitated public access for over 23 years.

Changes to the entry added a magazine and newspaper area, always full of readers, to the public lobby area. This location is not conducive to quiet reading.

Due to a lack of enclosed space most seating and activities are located in the open central areas on each floor. Of the 215 seats, 21 are located at high-use computer terminals. There are 30 computer workstations, 10 of which are Internet-enabled, 3 databases, 3 PCs and 14 catalog. Parking is limited to 49 spaces, with limited off site parking available within ¼ mile in this congested downtown location.

Resources and Activities

The San Mateo libraries provide information to 650,000 customers annually, through books, magazines, newspapers, music, electronic databases, phone inquiries and film in a variety of formats: print, cassette, CDs, videos, computer software, microfiche/microfilm and on-line systems. Library staff engages the public in ongoing needs assessments to select, purchase and help people find the right information. Non-English language collections include Spanish, Chinese, French, Farsi, Japanese, Italian and Russian. Within the Peninsula Library System, San Mateo's Main Library has a collection emphasis on business resources. A full-time Business Reference Librarian is employed to develop and coordinate programs and services in connection with the business collection.

Resources available to San Mateo residents are expanded through the shared network with the Peninsula Library System, which allows the public to search a virtual collection of 2.5 million volumes from any of the 34 library sites in the county. Daily delivery within the county maximizes access to the collection. An on-line database of magazines and newspapers brings 1,665 volumes and 930 full text articles.

<u>Library Activities</u>	<u>FY00/01</u>
Circulation of Library Materials	583,132
Reference Questions Answered	53,419
New Library Cards Issued	4,527
Program Attendance	24,450
Use of Electronic Resources	58,398
Material Added to the Collection	26,652
Library Visits	566,411

C. Analysis of Library Service Needs

To meet its current and future service needs the Library will respond by planning services to be directed to key segments of the community identified through the Needs Assessment and described below.

Overall Library Services

- A large, wide-ranging collection including print and other media that will meet the needs of the highly educated population.
- Increased resources for world language collections, especially Spanish and Chinese to support the multi-ethnic nature of the community.
- Materials to support literacy and English learning for recent immigrants and those unable to read.
- Additional computer stations with a variety of software to meet the expectations of a tech-savvy student and overall population.

Community Needs Assessment

- Study and reading areas to promote successful study and peaceful enjoyment of the Library by allowing users a choice of quiet or group study space.
- Instructional programs such as Internet training and business development to serve the needs of all groups in the community.
- Meeting rooms that allow for needed programs and community group meetings
- Full access for disabled library patrons.
- Adequate, well-configured space that supports ease of library use, with sufficient parking and a warm and welcoming entry.

Children's Library Services

Children account for the majority of the population growth San Mateo has been experiencing. Because of the important role played by the Library in supporting the development of reading and social skills, meeting the needs of the area's children is of paramount importance. To meet those needs, the library wants to provide:

- Collections that support children's interests and development by supplying appropriate quantity, quality and variety including other languages.
- Separate library space that allows children to use the Library in ways that support their development without disturbing adult patrons.
- Homework and tutoring assistance with dedicated space for group study
- Adequate space to accommodate story times and other children's programs
- Multi-cultural programs to promote understanding
- Early literacy programs provided in conjunction with schools.
- Up-to-date technology with assistance and training support

Young Adult Library Services

San Mateo's teens need resources to support their academic efforts. The limited resources and restricted hours of high school libraries have led teen focus groups to describe the public library as the "place of choice" for studying.

With space and materials to accommodate their particular needs, teens will find that the Library can successfully serve their research and computer skills while providing for their recreational interests. Clearly lacking in the current facility, adequate space and resources for teens include the following:

- Computers with appropriate software
- Quiet study areas to allow for individual study
- Reference materials and staff to support research needs
- Shared study areas for group assignments
- Multimedia collections that provide nonfiction and fiction that meets teens needs and preferences.

Seniors

The senior population, 65 and older, continues to represent 15% of the City's total population. Seniors are well represented in the Library and merit consideration of their lifelong learning needs. Among the aging population a growing number are using motor-assisted personal transport modes which require larger turnaround space and room for safe maneuvering. An appropriate array of services for seniors includes:

Community Needs Assessment

- Continued and expanded programs for seniors such as classes on investments, genealogy, general computer use and Internet programs.
- Well-placed collections of large-type materials and audio books.
- Space to allow safe building and elevator access and maneuvering for the mobility impaired and wheel chair bound.

Other Service Needs Considerations

Schools: Increased computer access and additional coordination with schools clearly emerged as the highest priority needs for school/library partnering. Comments regarding greater coordination and cooperation with schools included outreach to classrooms, programs for kids in collaboration with schools, and links to schools. Other needs expressed were need for space for student study groups (based on studies showing that student learning is improved in groups), space for children and teens to do homework, and involving younger students in programs promoting literacy and understanding cultural diversity. Bringing more computers, educator services, and materials for teachers and students to the library was urged because school resources are becoming more limited.

Business Community: The City Librarian, Business Librarian, and other staff are members of and make regular presentations at the Downtown Association, the Chamber of Commerce, the Hispanic Chamber of Commerce, Rotary, Kiwanis and Lions Clubs. With a larger meeting room these groups could gather at the library and get first-hand knowledge of its programs, resources and services.

V.

A. Service Limitations in the Present Building: Executive Summary

San Mateo's Main Library is very popular among people of all ages in the community. Needs Assessment surveys and input reflect positive feelings about the Library staff and underscore the successful efforts of staff and community leaders to make the library a valued and significant resource for San Mateo residents. The building is well-situated near downtown, easily accessed by major thoroughfares, convenient to schools, shopping and public transit.

However, the building's inflexibility and severe space inadequacies have become obstacles to providing services and are increasingly apparent to library visitors. "Quiet" reading space for periodicals adjoins the active and somewhat noisy entrance and the awkward circulation area. Collections are tightly shelved, with carrels of returned books for which there is no shelf space available scattered throughout. Due to space and wiring limitations, installation of much-needed additional computers is not feasible. In fact, the Library's ability to provide the variety of media and technology expected in a modern facility is severely hampered by the inadequate space and inflexible infrastructure.

The library offers many of the services needed by the community, but the lack of space curtails each service below the level that is needed. There are waiting lists for computer classes, waiting lines for computer access, overcrowded programs for adults and children, and unfulfilled requests for tutoring, group study and meeting space. One use is often sacrificed for another.

The current library has only half the space needed to serve a population of 96,000; and continued population growth will only make matters worse. In addition to resident users, each year approximately 30% of the items checked out are borrowed by non-resident users. Space limitations impact every aspect of this library- access is limited by narrow aisles and poor lighting. Staff workspace is substandard and its location impedes proper workflow. Meeting space and programming is limited, preventing full provision of library services.

To move forward in meeting community needs San Mateo requires a larger building designed for flexibility and functionality. In determining how best to meet the service needs of a dynamic community with diverse needs, planners and community participants identified the following key areas where improvements are sorely needed:

- A severe lack of space in the Main Library imposes serious limitations on the Library's existing collections and services and inhibits the introduction of new materials, media, technology, furniture and equipment.
- The Main Library falls short of meeting Americans with Disabilities Act (ADA) standards and to meet them in the current building would mean a loss of 30% of current shelving and materials.
- Space and infrastructure for essential technology is lacking; therefore, enhancements are difficult and expensive to accommodate.
- The Children's Room and Young Adult areas in the Main Library are inadequate for the collection, number of users, staff and level of programming needed.

Community Needs Assessment

- Readers' seating does not meet patrons' needs. Quiet seating and group study areas are non-existent.
- The aging lighting, power, and mechanical systems cannot meet the demands of the electronic needs of the Library. Replacement units are not available.
- Parking is limited to 49 spaces, far short of the demand. Patrons continually object to the shortage of parking.
- The existing Library is unable to provide meeting room space and equipment for community groups.
- Staff office space is substandard, inefficient and poorly located.
- In the current facility the Library cannot begin to meet the needs to augment school services with computer access, quiet study areas, tutoring and instruction and assistance with research.

B. Overview of Service Limitations

Collections

The Main Library serves as an information and resource center where the public expects access to an in-depth collection of up-to-date and accurate information. Collections at the Main library need to feature current high-interest materials, both fiction and non-fiction, in-depth research sources and special collections in a variety of formats for people of all ages. These needs have echoed through all forms of solicited input as well as in day-to-day interactions with library users.

The growing demand for non-English books has resulted in collection growth as shown in the following table. Projected increases in multi-ethnic populations will require additions to these collections.

World Language Collection Growth

Language	Size in June, 1998	Size in May, 2002	% Change
Spanish	2,748	3,700	35%
Chinese	780	2,100	64%
Japanese	2,000	2,500	25%
Farsi	0	900	
French	855	960	12%

The current adult book collection of 200,564 volumes equates to 2 volumes per capita, well below industry standards for a city this size. Planning guides/industry standards suggest 2.5- 3 volumes per capita for the population served.

The current children's collection is woefully inadequate to meet the needs of this growing segment of the community and to support the schools and reading programs so vital to their development. Children's book circulation has grown by more than 75% in the last fifteen years, reflecting the interest and need for these materials. Despite extensive weeding, the children's book collection is at zero growth; one book must be removed for each new one added.

Reader Seating

Inadequate reader seating is a problem in every area of the present building: reference and study areas, the children's area and the teen area (which only has 3 seats), and periodical rooms are frequently standing room only. The Library contains approximately 141 seats at tables and 113 at carrels, for a total of about 298 seats, or 3.2 seats per thousand. Planning guides suggest 5 seats per thousand people in similarly sized jurisdictions. To meet the suggested guidelines would require 460 seats, which cannot be accommodated in the current facility. Future needs, based on population projections, call for a substantial increase in square footage to accommodate increased seating.

The lack of space leads to inadequate circulation space around seating causing disruption and discomfort. Quiet seating areas are almost completely lacking.

Staff Work Stations and Office Space

Overcrowding in both public and staff areas results in unpleasant conditions for library users and staff, and the problem continues to get worse as new equipment and services are shoehorned into already tight and inadequate space. Staff offices and workrooms are overcrowded and often poorly located. The delivery and service areas are totally inadequate to the needs of the library.

Materials are housed on three floors, with overcrowded staff workrooms scattered throughout. Access to the upper levels is limited to one small, slow public elevator and stairs. Stairs to the third floor are narrow fire-exit style stairs. Due to a lack of enclosed space, most seating and activities are located in the open central areas on each floor. As with many areas throughout the building, staff workspace is cramped, with low ceilings, poor lighting, bad acoustics and unreliable ventilation and temperature control.

Technology

San Mateo library users expect up-to-date, speedy terminals and printers. Surveyed library users cite a lack of available, upgraded workstations as areas needing improvement. To support developing information services and increase direct public access to the Internet and other computer-based services, the Library projects a need for 70 additional terminals. As the applications of technology, and the computer-using population continue to expand, space limitations and inflexibility in the present building create more pressing needs in this area. The new Library needs to include a raised floor and other features that will allow flexibility for future applications and wireless systems.

Each room used for meeting or training should have the ability to provide computer screen image projection, slide projection, video monitor display via AV cart, with equipment and cable TV reception. In addition video conferencing and video projection from a ceiling mounted projector is desirable.

School Service Needs

At the elementary and middle school levels critical needs have been identified by the schools and community. School library deficiencies that need to be addressed include: a lack of materials, multiple copies and computer access for specific areas of study, minimal hours of school library service, difficulty keeping abreast of the resources available for research and lack of training on how to evaluate information in various formats. High schools surveyed cited similar needs for after hours access to computers and other library services, a great need for more materials and a desire for quiet study

areas. With tutoring, instruction and quiet study areas, students can develop skills that will last a lifetime. Responses to surveys from the public high schools and private schools are attached as Appendices L and M.

Meeting Room and Programming Space

San Mateo is a community of people who get involved. The demand for meeting rooms and the desire to have the library as a cultural center has been strong. The one meeting room currently available has a capacity of 49. Any computers or projection equipment has to be moved in and out of the room.

In 1999, internal space needs for programs, trainings and meetings led the Library to withdraw the use of the meeting room for outside group meetings. When the meeting room was withdrawn, the Library compiled a list of 20 organizations that asked to be notified when space becomes available. (Appendix J) There is a pressing need for meeting room space for the many active organizations.

VI. Physical Limitations of Current Library Facility- Executive Summary

A. Executive Summary

The existing library has been inadequate to meet the needs of the community for the past twenty years. Problems created by lack of space and flexibility limit the growth and development of an adequate collection. The Library's programming and services and its connection to the community are curtailed severely without meeting space. In a community with diverse needs and high expectations, library facility limitations are felt daily.

Strong advocacy for the new Library comes from users and groups who regularly contend with the building's shortcomings. Among them are computer users who want more computers, environmentalists who call out the need for energy efficiency, parents and teachers who request more materials for students and more space for children's programming and quiet study areas.

A review of the existing Library's deficiencies finds:

Structural, Health and Safety

The one and a half foot thick concrete walls create intractable problems related to HVAC and wiring for technology. The HVAC system is poorly balanced and inadequate, creating uncomfortable hot and cold zones throughout the building.

The building is not protected against fire by an automatic fire sprinkler system. Lack of temperature control and adequate ventilation have led to many customer complaints of discomfort and illness.

Each hour several hundred people use the public elevator that has no automatic monitor and frequently breaks down. Frequent elevator breakdowns and inadequate stairs to the third floor limit routine access and would create potential hazards in an emergency evacuation.

Poor lighting exists throughout the building. In some areas, such as Science Fiction, lighting is extremely bad and staff sometimes use flashlights to locate or re-shelve books. Likewise, provision for power is totally inadequate with no back up generator and essential new equipment increasing the load

Energy Conservation

The HVAC system does not meet State or Federal energy guidelines. The concrete building allows for a minimum of natural light and presents wiring challenges for lighting and equipment additions.

Disabled Access

While the library has worked to make all feasible modifications, handicapped accessibility standards cannot be met in the existing building without removing over 30% of the materials on hand. Narrow book aisle and lack of space mean the wheelchair bound and mobility impaired are unable to move between stacks. Handrails and stair distances on the stairway do not meet ADA requirements.

Acoustics

The building's design creates an undesirable level of noise in many parts of the Library. Poor acoustics are responsible for noise levels that disturb the public and staff alike. The lack of quiet reading areas, problematic layout and poor acoustics combine to make the library environment uncomfortable and unwelcome.

Site

Inadequate Parking: Parking is limited to 49 spaces, far short of the demand. Throughout the day cars circle the lot waiting for someone to leave. Handicap and loading spaces are often taken, making deliveries and access for the disabled more difficult.

Space Flexibility and Expandability

The absence of space for growth inhibits the normal planning and development of library collections and services. There is no room for growth of any kind within the existing Main Library's walls. Public seating is already being reduced under the pressure of collection growth. Space for staff has been compressed beyond any reasonable minimum imposing adverse working conditions.

Functional Spatial Relationships

The configuration and stairway location in the 3-floor building has forced an illogical distribution of collections, services and staff and has adversely affected usage while significantly increasing operating costs. The flow of operations is disrupted by illogical configurations resulting from inflexible building design. The lack of privacy in most staff offices hampers normal communication and managerial processes.

Lack of a delivery area- The number of daily shipments and the quantity and complexity of deliveries continues to grow. The lack of a designated delivery area is especially felt due to the popularity of the interlibrary loan system.

Meeting Room: The meeting room, with a capacity for only 49 people is too limited in size for the meeting room needs of the main library. Without an entrance of its own, traffic to the meeting room contributes significantly to first floor congestion and noise, which disturbs readers on both the first and second floors.

B. Structural, Health and Safety

In general, the current concrete facility is structurally sound. Unfortunately, one and a half foot thick concrete walls create intractable problems related to HVAC and technology. The building is not protected against fire by an automatic fire sprinkler system. As fire is a major threat to libraries, all areas of the Library should be equipped with a fire sprinkler system in addition to smoke and heat detectors.

Poor lighting exists throughout the building. In some areas, such as Science Fiction, lighting is extremely bad and staff sometimes use flashlights to locate or re-shelve books. Likewise, provision for power is totally inadequate with no back up generator and essential new equipment increasing the load.

The HVAC system is poorly balanced and inadequate, creating uncomfortable hot and cold zones throughout the building. The system does not meet State or Federal energy guidelines. Lack of temperature control and adequate ventilation have led to many customer complaints of discomfort and illness.

Numerous other building deficiencies have been noted. For example, the single public elevator is inadequate for the traffic it should carry. Each hour several hundred people use this elevator that has no automatic monitor and frequently breaks down. The original elevator was out of commission for 3 months at one time. At this point the Library has been advised that elevator parts are no longer available, and the elevator now requires a complete rebuild to ensure safe, reliable service. Access is especially problematic between the second and third floors where a stairway originally designed as an emergency exit offers the only other means of moving between the two floors. Restrooms are also on the critical list. Additional restrooms are needed on all floors. There is no staff restroom for male staff.

C. Energy Conservation

The concrete building allows for a minimum of natural light and presents wiring challenges for lighting and equipment additions. The HVAC is highly inefficient. San Mateo has an active contingent of environmental groups who have worked closely with the Library to ensure energy conservation measures are considered for every aspect of the New Library design and materials.

D. Disabled Access

A recent tour of seniors required 45 minutes for 6 wheelchair bound visitors to get to the third floor because of the limited space in the elevator.

While the Library has worked to make all feasible modifications, handicapped accessibility standards cannot be met in the existing building without removing over 30% of the materials on hand. Narrow book aisles and lack of space mean the wheelchair bound and mobility impaired are unable to move between stacks. Handrails and stair distances on the stairways do not meet ADA requirements. The entry doors require modifications and push buttons to call for assistance.

E. Acoustics

The building's design supports an undesirable level of noise in many parts of the Library. Poor acoustics are responsible for noise levels that disturb the public and staff alike. The lack of quiet reading areas, problematic layout and poor acoustics combine to give the library an unwelcome and uncomfortable environment. Quiet study areas are difficult to find. Regular complaints about the lack of quiet are found in the patron suggestions reviewed each month.

F. Site

The current site is too small to accommodate a building of the size needed. Parking is limited to 49 spaces- far short of the demand. Throughout the day cars circle the lot waiting for someone to leave. Handicap and loading spaces are often taken, making deliveries and access for the disabled more difficult. A new facility of the size required for this population would call for 90 spaces.

G. Space Flexibility and Expandability

The absence of space for growth inhibits the normal planning and development of library collections and services. There is no room for growth of any kind within the existing Main Library's walls. Public seating is already being reduced under the pressure of collection growth. Space for staff has been compressed beyond any reasonable minimum imposing adverse working conditions. Space limitation results are:

- Shelves throughout the library are jammed beyond capacity, with books packed so tightly that it is difficult for users to locate and extract desired items; re-shelving has become an arduous and time-consuming task.
- Seating is insufficient: the number of seats has continually diminished as chairs and tables have been removed to allow for more shelving.
- Book trucks are commonly substituted for shelving, especially in the Children's Room, where bookshelves overflow and crowd the already limited seating. No desirable space is available for the extensive programming of story hours and class visits provided by the library.
- On the second floor, the reference desk is built around an elevator/mechanical core that obstructs the employee's views of each other and users who need assistance.

H. Functional Spatial Relationships

The configuration and stairway location in the 3-floor building has forced an illogical distribution of collections, services and staff and has adversely affected usage while significantly increasing operating costs. The flow of operations is disrupted by illogical configurations resulting from inflexible building design. The lack of privacy in most staff offices hampers normal communication and managerial processes. Sharing of workstations inhibits performance and efficient workflow is precluded by the location, size and shape of workrooms scattered on the three floors.

Community Needs Assessment

Changes in the nature and complexity of tasks, the use of automated systems and equipment and the expansion of services have compounded the inadequacies of the original offices and workstations. The computer workroom and staging area is located in the lounge that was formerly a part of the women's restroom.

Lack of a delivery area: The number of daily shipments and the quantity and complexity of deliveries continues to grow. The lack of a designated delivery area is especially felt due to the popularity of the interlibrary loan system.

Meeting Room: The meeting room, with a capacity for only 49 people, is too limited in size to meet the meeting room needs of the Main Library. During the past year, meetings held in the room added up to an attendance of over 26,000. It is poorly located; the entrance from the lobby faces the wall of the main staircase and is 11 feet from people waiting to use the elevator. For large programs people often stand outside the meeting room, looking in the window and blocking the elevator. Without an outside entrance of its own, traffic to the meeting room contributes significantly to first floor congestion and noise, which disturbs readers on both the first and second floors.

VII. Space Needs Assessment

A. Spaces Summary

The list below shows the spaces needed to support the service levels recommended in this Needs Assessment. The descriptions that follow discuss the process and calculations that went into their determination.

SAN MATEO NEW MAIN LIBRARY FACILITY SPACE REQUIREMENTS SUMMARY							
Public Areas							<u>Net Square Feet*</u>
1.1			Entrance and Lobby			250	
1.2			Shared/Expansion Space			3,060	
1.3			Friends Sale Area			650	
1.5			Information Desk (First Floor)			120	
1.6			New Book Area			680	
2.0			Circulation Services				
	2.1		Circulation Service Desk		730		
	2.2		Circulation Work Room		1,840	2,570	
3.0			General Adult Fiction Collection and Seating			4,430	
3.5			Information Desk (Third Floor)			120	
4.0			Audiovisual Media Collections and Seating			1,130	
5.0			Project READ			1,050	
6.0			Children's Services				
	6.1		Children's Services Area		9,210		
	6.2		Children's Services Workroom		1,000	10,210	
7.0			Information Services				
	7.1		Information Services Collection & Seating		5,842		
	7.2		Copy Center		364		
	7.3		Business Services Collections & Seating		1,694		
	7.4		Information Services Workroom		1,410	9,310	
8.0			General Adult Non-Fiction Shelving and Seating				
	8.1		General Adult Non-Fiction Shelving		7,946		
	8.2		General Adult Non-Fiction Seating		2,980	10,930	
9.0			Non-English Language Collections			1,380	
10.0			Current Periodicals			2,380	
11.0			Periodical Backfiles			1,580	
12.0			Young Adult Collection and Seating			1,690	
12.5			Coffee Bar			350	
13.0			Student Research Center			940	

Community Needs Assessment

14.0		Meeting and Separate Rooms			
	14.1	Major Meeting Room	3,222		
	14.2	Program Room	500		
	14.3	Conference Room	480		
	14.4	Store Room	200		
	14.5	Training Room	432	4,830	
15.0		Public Restrooms		2,400	
Administrative and Support Areas					
16.0		Administration Office Area and Support			
	16.1	Administration Office Area	960		
	16.2	Administration Support Work Area	1,186	2,150	
17.0		Technical Services			
	17.1	Team Meeting Room	300		
	17.2	Acquisitions	662		
	17.3	Cataloging	396		
	17.4	Processing	648	2,010	
18.1		Telecommunications		150	
18.2		Computer Storage and Staging		150	
18.3		Non-Public Collection Storage		1,000	
19.0		Staff Facilities			
	19.1	Staff Room	848		
	19.2	Wardrobe, Lockers and Restrooms	430		
	19.3	Other Staff Restrooms	320	1,600	
20.0		Storage Rooms			
	20.1	Custodial Storage	446		
	20.2	Technical Services Storage	150		
	20.3	Office Supplies Storage	300		
	20.4	Display Materials Storage	250	1,150	
21.1		Shipping & Receiving		500	
21.2		Loading Area		600	
		TOTAL ASSIGNABLE SQUARE FEET		69,370	
		ALLOWANCE FOR ARCHITECTURAL, MECHANICAL, ETC. 20%		17,343	
		TOTAL GROSS SQUARE FEET		86,713	
		*Net square feet rounded to nearest 10 square feet.			

B. Collections and Shelving

By 2020, the Library's total recommended collection is targeted at 337,000 print and audiovisual volumes. This represents 2.94 volumes per capita, and a 64% increase in the overall collection. The growth is recommended particularly in materials for children, families and youth. Secondly, the adult collections, in both English and other

languages need to grow, to support the Library's role as both a citywide and regional resource.

1. Books

The Library's current collection contains approximately 200,500 books. This represents about 2 volumes per capita for the population served. Planning guidelines (Wheeler, ALA) recommend 2.5-3 volumes per capita for the population served. The special characteristics of this community including ethnic diversity, a growing school-age population and high library use justify using the high end of this range in determining the projected need for 312,368 books (2.7 volumes/capita). Other factors emerging through the Needs Assessment that have influenced this recommendation include the high education level, and high numbers of students and other information-seeking users that are found in San Mateo. Also, as a back up for the two branch libraries, the Main's collection serves the entire City.

In 2000/2001 circulation at the Main Library reached 312,368, an increase of 5 % over the previous year. For the current year, circulation is expected to exceed 343,000 by the end of June, 2002.

A comprehensive Collection Development Policy was adopted for the Library in April, 2002. This Policy was established to guide the library staff in the development and growth of the collection and to inform the public of the principles upon which the library makes decisions regarding the selection, maintenance and use of the collection.

In support of the Library's Mission, the primary goals of the Collection Development Policy are:

- To provide reference materials and services that answer the informational needs of the community, or that provide direction to additional sources of information;
- To provide high-demand, high-interest materials of a popular nature in a variety of formats to meet the entertainment and recreational needs of the community;
- To provide materials and services that enable community members of all ages to pursue practical and/or intellectual self-directed learning independent of the formal education process; and
- To supplement and complement, without duplicating, the collections of area schools, colleges, universities.

Space limitations in the children's and young adult areas have resulted in artificially low collections; and as a result these collections are targeted for the most growth. For children, picture books and non-English language books top the list of needs. The new facility will provide the space for the children's collection to grow from 28,234 books to 88,846, an increase of 215%. The young adult collection would double its current size growing from 4,353 to 9,460 once it is located in a suitable space.

Collections in languages other than English, especially Spanish and Chinese along with new fiction need to be augmented to meet requests and serve the diverse population. Non-English language books should increase from 4,530 to 27,600. More large print

books are needed to serve the needs of the seniors who frequent the Library. The recommendation is for a 63% increase from 2,449 to 4,000 books. The full Collection Growth Plan is attached as Appendix N.

To support the needs of schools and the Library's joint use activities multiple copies of books needed for student research and for literacy programs are needed. Space and shelving to house these books is called out in the collection and shelving chart in Appendix O.

Space needs for shelving are based on a average of 12 sq ft allocated to each section of shelving. New Books are at 12.5 square feet with angled shelves and Student Research Center at 3.5 square feet for shelving on wheels.

2. AV Media

The Library's audiovisual collection is very popular with its users, especially with commuters, seniors, and students. Requests for more audio books, CDs and to provide media that have not yet been available at the Main are constant. In response to the need to provide materials in a variety of formats, the Library plans to add CD ROMs, DVDs, language learning media, and videos to its collections. The AV collection goal is set at 25,225 or 7% of the proposed total collection.

San Mateo Library users have excellent access to the Peninsula Library Service Video located at the Marina Branch, in San Mateo, that offers approx 12,000 video titles. While the video center serves all the libraries in the county, it is especially convenient for San Mateo residents. Because videos are not a collection at the Main Library, media as a percent of the total collection is modest.

As new audiovisual formats are expected to develop over time, an allocation has been included for new formats that may emerge over the next few years. This will allow staff to shelve and display new formats as they become available and are requested by the community.

3. Magazines and Media

Greater access to additional journals and newspapers was a frequent comment from community members. A well-rounded collection of magazines and newspapers is recommended, for adults, youth and children, both English-language publications and titles in other languages, published in the U.S. and countries worldwide. The Library currently subscribes to 468 titles. The collection needs to reach 675 to respond to community demand, both current and future, to offer the community approximately 5.9 titles per 1,000 people served.

Library planning guidelines (State of Wisconsin) historically suggest 7.0 periodical titles per 1,000 people for communities of 50,000 or more. California libraries are trending toward a somewhat lower ratio due to increasing reliance on Internet access for current news as well as increasing online access to full-text periodical backfiles. San Mateo's citywide and regional resource role, however, suggest that this collection needs to be maintained, to supplement the online resources provided.

Appendix O: San Mateo Library Collection and Shelving Needs details the collection's shelving, estimated circulation percentages, items per linear foot and number of assignable square feet of shelving required to accommodate the recommended collection size as well as calculations used to determine volumes per linear foot and number of assignable square feet per shelving section.

Shelving is assumed to be metal shelving, 3 feet in length, at 84", 72", 66" and 45" heights. An average of 12 square feet of floor space per section has been assumed, although actual square feet needed will vary from collection to collection.

C. Reader Seats

The existing library has a seating capacity of 276 seats, a combination of seating at tables, lounge chairs in the magazine, newspaper and new book areas, and carrels. Total capacity represents 2.8 seats per 1000 residents. By 2020, the community will reach 114,600. The Library will need a seating capacity of 350 to 375 reader seats to support the community's needs. This represents 3.0 to 3.25 seats per 1,000 residents. Wheeler recommends 3.0 seats per 1,000 for communities from 35,000 to 100,000 and 2.0 seats per 1,000 for communities of more than 100,000. Since San Mateo's population will move from the first to the second category over the next twenty years, the overall seating capacity should be 3.0 as a base. The community's demographics – highly educated, diverse, with growing senior and student populations – suggest that even as the total population grows, there will be a continuing need for ample seating in the facility.

A higher than usual number of seats is justified in this case due to the expected increased use of the Library, as additional materials, programming and meeting space will introduce the Library to a broader cross section of the community and add to its appeal. This quantity also recognizes trends that include increasingly longer visits and extended study by library users. Current trends in library use show that more and more people are seeking out quiet areas where they can go. Libraries are a prime source of such space and one of the only free places that can meet this growing need. In a community with many multigenerational households and the overcrowding that results from lack of affordable housing, the San Mateo Main Library will be a popular haven for many. It is expected that the Library will continue to serve many students and other researchers who will want and need to use the library for extended periods of time; this will not be a "quick stop", popular use facility but rather a well-equipped central library. This total includes 280 seats for adults, 18 seats for young adults and 56 seats for youth. In addition, the Student Research Center would have 16 seats.

The distribution and types of seating recommended and square footage allocations per seat are outlined in Appendix P San Mateo Library Reader Seating and Public Computer Needs.

Based on ALA's Building Blocks for Planning Functional Library Space, seating at reader tables has been allocated at 25 square feet per seat, which includes the table space and chair. Adult lounge seating has been allocated 36 square feet per person; seating for toddlers and young children at 22 square feet.

D. Technology

This report recommends allocating space for 93 public computers which equates to one computer per 1,226 people served. There is currently no recognized standard for the number of public computers needed in the public library. Current best planning practice in California libraries is to provide one public workstation per 750-1,250 residents of the service area. In addition to supporting basic public demand for computer access, these workstations will be used intensively to support the research and information literacy joint programs with the schools.

See Appendix P: San Mateo Library Reader Seating and Public Computer Needs for the distribution of computers throughout the facility. Sit-down computer workstations have each been allocated 36 square feet. Each stand-up computer is allocated 25 square feet.

There are 75 staff computers including a computer and dedicated workstation in the circulation area to operate the automated book return and sorting equipment.

Planning for additional public computers also assumes shared printers where print orders are batched for efficiency and space conservation. An automated system for queuing orders and payment for printing is needed to assure payment for paper, supplies and printing according to fees established by the Library Board of Trustees and City Council.

The current building has one telecommunications “closet” located on the first floor, near the staff entrance. This space was not intended for the equipment required for telecommunications, security system monitors and electrical connections. A single air conditioning unit was added to the building after numerous network failures were traced to the overheating in the room.

The Main Library needs space for telecommunications equipment on each floor of operation. Racks for routers and servers should be mobile, designed with the appropriate air circulation and temperature. The space needs to be easily accessed and well lit for workers who must make repairs on site, reading, matching, repairing small wires, connections which are now housed in a small, dark and dingy closet that cannot accommodate one person with the door closed.

The Library, because of its location, serves as a hub for the communications between the Police dispatch center that handles all 911 calls, and the Fire Department Headquarters 3 blocks from the Library. In addition, the Library shares the integrated automated system with the Peninsula Library System. The Library is served by two networks where the mainframe computers are located outside of the building. The Peninsula Library System mainframe is located at the College of San Mateo. The City of San Mateo mainframe is at San Mateo City Hall.

E. Staff Offices and Workstations

Currently the library has a staff of 48.3 FTE. Staff for the new library is anticipated at 63.64 FTE. The Library is organized in seven work unit teams; six operate from the Main Library: Circulation, Project Read, Children/Youth, Technical Services, Reference/AV and Library Operations. The seventh team is the Branch Libraries. The

teams operation under the direction of the City Librarian, and a Management Team composed of Library Coordinators and representatives of the seven work unit teams. The organization by FTE is shown in Table 2.

Table 1

San Mateo New Main Library Projected Staff Workstations (Public, Office and Workroom)				
	Public Workstations	Office Workstations	Workroom Workstations	Total
Circulation	4	1	6	11
Information Desk (1 st floor)	2			2
Information Desk (3 rd floor)	2			2
Project Read		1	4	5
Children's	3	1	6	10
Information Services	3	1	15	19
Student Research Center	1			1
Administration Office Area		3		3
Administration Support		1	5	6
Custodian			1	1
Technical Services			13	13
TOTAL	15	8	50	73

The Typical Office and Workspace Allowances shown in Appendix B of the Building Program were used to assign space. Actual office configuration will be developed in the design process.

Table 2

San Mateo New Main Library Projected Breakdown of Staff Offices and Workstations					
FTE	Position	# of people	Workstation Type	# of work-stations	s.f./each
Circulation					
.05	Operations Manager *				
.50	Team Coordinator	1	OS-2	1	40
1.00	Sr. Library Asst	1	PO-3	1	120
1.50	Library Asst II	2	OS-2	2	40
6.13	Library Asst I	6	OS-1	1 shared	60
.94	Library Aide III	4	OS-2	1 shared	40
.88	Library Aide II	4	N/A		
7.77	Library Aide I	22	N/A		
	N/A – shared for Automatic Materials Handling System		OS-2	1 shared	40
18.77		40		7	

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Project Read					
.15	Team Coordinator*				
.75	Literacy Coordinator	1	PO-3	1	120
1.0	Sr. Library Asst	1	SS-1	1	110
.12	Admin Clerk I*				
.30	Library Asst II	1	OS-3	1	85
.32	Rec Spec II	1	OS-3	1	85
.96	Subject Specialist	1	OS-3	1	85
3.60		5		5	
Children/Youth					
.15	Operations Manager *				
.50	Team Coordinator	1	PO-2	1	180
1.00	Librarian II	1	OS-2	1	40
1.50	Librarian I	2	OS-2	2	40
.62	Librarian I	2	N/A		
1.47	Library Asst II	4	OS-2	2 shared	40
.65	Library Aide II	2	OS-2	1	40
5.89		12		7	
Technical Services					
.20	Operations Manager *				
2.02	Librarian II	3	SS-2 OS-1	1 2	85 60
.45	Librarian I	1	OS-1	1	60
1.00	Sr. Library Asst	1	SS-2	1	85
1.00	Library Asst II	1	OS-1	1	60
1.20	Library Asst I	2	OS-1	2	60
1.00	Library Asst I	3	OS-1	1 shared	
1.89	Library Aide II	6	OS-1	4 shared	60
8.76		17		13	

FTE	Position	# of people	Workstation Type	# of work-stations	s.f./each
Reference/AV					
.20	Operations Manager *				
1.00	Team Coordinator	1	PO-2	1	180
3.85	Librarian II	4	OS-1	4	60
2.73	Librarian I	3	OS-1	3	60
1.00	Sr. Library Asst	1	OS-1	1	60
3.29	Library Asst II	6	OS-1	4 shared	60
3.21	Library Admin Clerk	8	OS-1	2 shared	60
.76	Library Aide II	2	OS-1	1 shared	60
1.50	Library Aide I	4	N/A		
17.54		29		16	
Library Operations					
1.00	City Librarian	1	PO-1	1	250
.20	Operations Manager	1	PO-2	1	180
.85	Team Coordinator	1	PO-2	1	180
1.00	Exec. Secretary	1	SS-3	1	83

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1.00	Admin Aide	1	PO-2	1	180
1.00	Accounting Asst II	1	SS-3	1	83
1.50	Custodian	2	OS-2	1 shared	40
1.98	Library Admin Clerk	5	OS-3	1 shared	85
			OS-1	1 shared	60
.55	Library Asst I	2	SS-1	1 shared	110
9.08		15		10	

*Office/workstation space allocation included in Library Operations section.

F. Meeting Room Space

Four public use rooms including a major meeting room, a program room, a conference room and a training room are recommended for the new Main Library. The Main programming space is a large meeting room with 150 seats with 15 square feet per person. The meeting room will be used for receptions and programs, providing seating space for up to 150 persons on stackable chairs. The room will have video projection and an adjacent kitchen.

The second meeting room is dedicated to programs and storytelling space with seating for 50 children or 40 adults. The amount of space, 500 square feet, represents 10 square feet per child or 12.5 square feet for adults, with the size of the room determined by anticipated audience size, based on community input.

The Conference Room will accommodate 24 persons at combinations of 42" square tables. This will provide 480 square feet of additional meeting room.

The Training Room will provide space for group computer instruction for 12 students and an instructor. With tables or workstations providing room for computers, this room will be approximately 432 square feet.

Supporting Plan of Service

Library programs, services, trainings and meetings now compete for one 49 capacity room and one 20 capacity conference room. Children and adult programs, computer trainings, staff training, tutor training and Library Board meetings all compete for these spaces. Several years ago, the library curtailed public meetings for community groups in the two rooms because of library needs. There is a waiting list of community groups who want to be notified when meeting spaces are again available. (Appendix J).

The meeting spaces and computer training rooms proposed for the new library will make it possible to meet the needs expressed by the community for computer classes, programs for children and adults, tutor training, and celebratory family literacy and ethnic programs. All programs will always have enough space and not have to compete with each other. These programs are vital to initiating children and new populations to library use and transitioning current users to new electronic resources.

Community Needs Assessment

Additionally, these rooms will facilitate programs and trainings with appropriate technology. The computer training room will have a computer for each student for hands-on training, other rooms will have video equipment and projection to enhance other training, presentations and programs.

Meeting and Separate Rooms - 4,834 Square Feet

Meeting and Separate Rooms – Spaces Summary		
		SQ. FT.
14.1	Major Meeting Room	3,222
14.2	Program Room	500
14.3	Conference Room	480
14.4	Store Room	200
14.5	Training Room	432
	Total Meeting and Separate Rooms	4,834

1. Major Meeting Room - 3,222 Square Feet

This room will be used for receptions and for programs. Seating space for 150 persons on stacking chairs is needed on a flat floor to allow multipurpose use of space.

Components:	SQ FT.	PROGRAM QTY.	SQ. FT.
Seating	15	150	2,250
Control Room w/two way video/audio projection equipment		1	300
Storage Room	340	1	340
Costume Changing Room	50	1	50
Kitchen	280	1	280
Large Ceiling or wall projection screens			2
Total Major Meeting Room			3,222

Community Needs Assessment

2. Program Room – 500 Square Feet

Components:	SQ. FT.
Chairs to accommodate 50	
Walls suitable for mounting	
Lighting variations appropriate for story hours	
Video projection and large monitor	
Multitask terminal connection	
Total Program Room	500

3. Conference Room – 480 Square Feet

Components:	SQ. FT.
Tables and chairs for 24	
VCR for playback	
VCR for local recording	
Computer projection system	
Video slide projector	
Video disc player	
Camera with tilt/zoom	
Video chalk board	
Audio tape recording/playback equipment	
Multitask terminal connection	
Storage desk w/cabinets above	
Total Conference Room	480

4. Store Room – 200 Square Feet

Components:	SQ. FT.
To accommodate 75 chairs and folding tables	
Total Store Room	200

5. Training Room – 432 Square Feet

Components:	SQ. FT.
Tables or work stations w/ phone and data wiring (12)	
Instructor's station with computer video projection	
Storage cabinet (lockable)	
Total Training Room	432

G. Special Purpose Spaces

8 individual semi-enclosed study rooms- each with 2 seats will be disbursed among the 3 floors with some adjacent to the Project Read space for literacy tutoring.

3 group study rooms-each with 6 seats will be located in the Young Adult area.
1 quiet study room for general use-with seating for 16.

Student Research Center: Space for joint project with school district, contains 4 computer workstations to seat 2 each and additional seating for 16. Print collections will also be available.

These areas are adjuncts to the general seating and support the Library's service goals.

Supporting Plan of Service

The study rooms will allow students and others to study or work as a group on projects without disturbing other library users. They will also provide space for tutoring students and tutoring adults for the literacy program. There will be a quiet area for those who do not want any noise. Both the need for quiet and the need for group study areas have been expressed by the community.

The Student Research Center will provide a place for research and research assistance for students and their families to support the joint program with the school district.

H. Non-Assignable Space

A total building size of 86,713 gross square feet (from the Building Program), on three levels, is recommended for the new San Mateo Main Library. This represents 69,370 net assignable square feet in the building – the seating, the collections, the service desks, the staff workspaces, the meeting rooms.

Included in assignable square feet in the Building are items like restrooms, and mechanical and telecommunications areas that are normally considered non-assignable. Therefore a smaller percentage of non-assignable space, 20%, is used for planning the new Library for San Mateo.

